



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

**2022-23**

**Impact Report**

**50 Years of S.U.C.C.E.S.S.**



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 xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwítlh (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.

## Our 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.

## Our Vision

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

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## Message from the CEO



Queenie Choo  
CEO

As we celebrated our 50th Golden Anniversary in 2023 – whether at an alumni dinner, charity concert or Parliament Hill reception – so many people came up to tell me how deeply S.U.C.C.E.S.S. touched their lives or the lives of their loved ones. That is just one of the reasons I am so proud to be the steward of S.U.C.C.E.S.S. at this moment and to be building on our historic accomplishments.

This fiscal year, our settlement services stretched to support Ukrainian arrivals and we launched the Operation Welcome Home project to help house them. We celebrated the opening of Dogwood Gardens with 138 affordable homes for Vancouver residents. We launched the Integrated Community Services for Seniors referrals project in Richmond to help seniors age well in place, and fundraised with the Vancouver-Granville Lions to complete mechanical ceiling lift upgrades in our seniors care home.

Out in the community, S.U.C.C.E.S.S. continues to use our voice to oppose anti-Asian hate and anti-immigration sentiment. We also serve as an advocate for wraparound services for immigrants and newcomers, for the urgent need for affordable housing and for the provision of quality, culturally appropriate seniors care. It's important to me that we work proactively with stakeholders on these issues to ensure we can anticipate and plan for future community needs.

It is my privilege to join in these conversations, hear your wonderful memories, and lead our organization through our 50 years of service milestone. Here's to the next 50 years of S.U.C.C.E.S.S.!

Sincerely,

Queenie Choo, CEO

## Message from the Society Board Chair



Terry Yung  
Society Board Chair

It has been the honour of a lifetime to serve as your Board Chair over the last five years, and to celebrate the milestone of S.U.C.C.E.S.S.' 50th anniversary both at home and on Parliament Hill.

We have grown from an ad-hoc volunteer group into one of the largest social services agencies in the country. We continue to push forward and expand our impact; over the past year we responded to community need by launching a Ukrainian helpline in settlement services, started a new Bridge to Student Success program to help youth resume post-secondary studies, and created a national digital literacy program for newcomers. And with the Province's ongoing support, we created housing stability for our seniors care for years to come with the acquisition of Harmony House.

As Board Chair, it's important to me that S.U.C.C.E.S.S. continues to lead on key social issues: inclusion, affordable housing, quality seniors care and community safety. Social progress is never automatic and cannot be taken for granted. It requires consistent work and effort. I'm proud of our accomplishments and advocacy through working collaboratively with our governmental and community partners to consistently advance our priorities.

For example, our Vancouver Mayoral Pre-Election Town Hall held in partnership with the Centre for Israel and Jewish Affairs last September, highlighted the importance of civic engagement. Our participation in the Vancouver Chinatown Seniors Affordable Housing Inventory Report in January made a strong case for investment in culturally appropriate seniors housing.

It's because of the work of so many that S.U.C.C.E.S.S. is now an award-winning, multicultural non-profit. My sincere thanks to our talented Board members, CEO and leadership team, incredible staff, volunteers, and steadfast supporters, for all of your contributions and dedication. We owe both our past and our future successes to the remarkable collective power of our community.

With gratitude,

Terry Yung, Society Board Chair

# Board of Directors



**Mr. Terry Yung**  
**CHAIR**



**Mr. Philip Bates**  
**VICE CHAIR**



**Mr. Jim O'Dea**  
**VICE CHAIR**



**Dr. Alice Maria Chung**  
**BOARD SECRETARY**



**Mr. Doug Purdie**  
**TREASURER**



**Ms. Erin Brandt**  
**DIRECTOR**



**Mr. Simon Chen**  
**DIRECTOR**



**Ms. Rebecca Clapperton Law**  
**DIRECTOR**



**Ms. Lauren Liang**  
**DIRECTOR**



**Ms. Helen Song**  
**DIRECTOR**



**Dr. Sandra Song**  
**DIRECTOR**



**Mr. Donnie Wing**  
**DIRECTOR**



**Ms. Kathleen Wong**  
**DIRECTOR**



**Mr. Terry Wong**  
**DIRECTOR**



**Mr. Tony Wong**  
**DIRECTOR**



**Mr. Bryan Yu**  
**DIRECTOR**

# 2022-23 Impact and Achievements

**Apr. 2022**

The Bridge to S.U.C.C.E.S.S. Gala raised \$400,000 to support our programs.

**Oct. 2022**

S.U.C.C.E.S.S. announces our new youth program, Bridge to Student Success, designed to help youth find support to continue their post-secondary education.

**May. 2022**

Our Foreign Credential Recognition Loan Project celebrated 10 years of supporting 650+ clients to achieve their licensing and credentials to practice their professions in Canada.

**Nov. 2022**

S.U.C.C.E.S.S. celebrated the 20-year anniversary of its crisis Help Lines and launched a new line for Farsi/Dari speakers. We also celebrated volunteers with a Champions of S.U.C.C.E.S.S. recognition event.

**Jun. 2022**

Our CANN program began overseeing settlement of Ukraine arrivals at Vancouver International Airport on June 20, following handover from the Canadian Red Cross.

**Dec. 2022**

S.U.C.C.E.S.S. receives federal investment of \$1.2 million to improve mental health for postpartum women and their families.

**Jul. 2022**

The Walk with the Dragon event returned in person to Stanley Park and raises \$223,000 to support our programs.

**Jan. 2023**

Dogwood Gardens affordable housing official opening. MLC and partners host charity concert to fundraise for ceiling lifts. S.U.C.C.E.S.S. and partners issue Vancouver Chinatown Seniors Affordable Housing Inventory Report.

**Aug. 2022**

CEO Queenie Choo celebrates 10 years leading S.U.C.C.E.S.S., having joined in 2012. She was named one of B.C.'s top 500 influential business leaders in Business in Vancouver.

**Feb. 2023**

S.U.C.C.E.S.S. hosts 50th Anniversary Alumni and Friends Reunion Dinner in Vancouver. Evergreen News, our Cantonese-language community newspaper held an open house at Choi Hall.

**Sept. 2022**

S.U.C.C.E.S.S. Foundation Charity Golf Tournament raises \$122,000. Integrated Community Services for Seniors project launches. S.U.C.C.E.S.S. and Centre for Israel and Jewish Affairs co-host Vancouver Mayoral Pre-Election Town Hall.

**Mar. 2023**

S.U.C.C.E.S.S. expands digital literacy skills programs for newcomers with \$1.6 million in new federal funding to deliver a national program with partners.

# 2022-23 Client Services at a Glance

## Clients Served by Service Type

Pre-arrival clients

**7,156**

Number of pre-arrival countries

**47**

Airport settlement/ arrival clients

**48,767**

Employment and entrepreneurship clients

**7,117**

Counselling services clients

**256**

Youth services clients

**1,613**

Help Lines calls answered

**7,170**

Post-arrival settlement clients

**24,349**

Seniors services clients (excluding residential seniors care)

**1,901**

Affordable housing clients

**1,782**

Mexico  
4.9%

Ukraine  
5.9%

Iran  
3.3%

Afghanistan  
3.1%

India  
5.5%

Hong Kong  
23%

Korea  
4.4%

China  
23.8%

Taiwan  
5.4%

Philippines  
4.6%

Total clients in Top 10 countries

**64,717**

Meals on Wheels prepared for seniors

**51,585**

Overall unique clients served

**77,020**

Overall client services delivered

**152,376**

Client satisfaction

**98.4%**

## Celebrating 50 years of S.U.C.C.E.S.S.

S.U.C.C.E.S.S. kicked off our 50th Golden Anniversary celebrations with an Alumni and Friends Reunion Dinner on February 15. We welcomed more than 60 guests to the Victoria Chinese Restaurant in Vancouver and were thrilled to connect with past board members, supporters and their families to share memories and good food together.

Evergreen News held a 50th open house (38th Anniversary celebration for the publication) event on February 25 for readers, writers and early founders from the monthly publication's history as a free online Traditional Chinese (Cantonese) publication founded in 1985. Attendees shared stories, enjoyed cake and an exhibit of early publications.

Our 50th Anniversary edition of the Bridge to S.U.C.C.E.S.S. Gala took place April 8 at the Westin Bayshore Hotel in Vancouver with special guest Hong Kong singer Christopher Wong. We raised \$500,000 and premiered our 50th Golden Anniversary video. Our sincere gratitude to our donors, event sponsors, volunteers and board members for their generous support of both the Gala and the 50th Anniversary Charity Concert with Christopher Wong we held a few days later.

On May 31, we celebrated our 50th Golden Anniversary with a reception on Parliament Hill in Ottawa. S.U.C.C.E.S.S. CEO Queenie Choo, leadership and board members heard a special address in the Senate Chamber and met with government officials. Senator Yonah Martin, Senator Yuen Pau Woo, Housing Minister Sean Fraser,





MP Marc Dalton, MP Jenny Kwan and MP Taleeb Noormohamed co-hosted a reception with 100+ guests, including parliamentarians, senators, and political staff.

In June and July, we continued our 50th open houses, opening the doors of our newcomer settlement services at the Richmond office June 3, the Vancouver Granville office June 14, the Vancouver Fraser office June 21, the Tri-Cities Service Centre June 23, the Vancouver Pender office July 12, and the Surrey office July 21.

Our 50th Anniversary edition of S.U.C.C.E.S.S. Foundation's Walk with the Dragon event was held July 9 in Stanley Park, raising \$320,500. Founded in 1986, our Walk with the Dragon sees over a hundred corporate and community teams, plus thousands of individual participants and families, join the event to show their support for S.U.C.C.E.S.S.



## Looking back at major milestones in our 50 years of community service. Did you know:

-  S.U.C.C.E.S.S. was founded in 1973 by volunteers working out of a tiny office at 321 Main Street. Some, including our founding Chair, Maggie Ip, still work with us today.
-  S.U.C.C.E.S.S. began delivering federally funded services for immigrants in 1977. Today, we offer pre-arrival, arrival and post-arrival settlement services to thousands of clients.
-  Since our Bridge to S.U.C.C.E.S.S. Gala began in 1978 as a simple restaurant dinner, it has raised more than \$20 million for our programs.
-  Our first Walk with the Dragon took place in Stanley Park in 1986 and we've held it every summer since, raising over \$10 million to date.
-  Since our Community Airport Newcomers Network (CANN) program was launched in October 1992, we've supported more than a million newcomers at YVR.
-  We first formed our Multi-Level Care Society in 1995. Today, it operates a long-term care facility, two assisted living residences and two seniors day programs.
-  In 1998, our 25th Anniversary year, we moved our head office to 28 West Pender St. in Chinatown and have since opened 40+ service centres across B.C., Ontario and in Asia.
-  Our charitable arm, S.U.C.C.E.S.S. Foundation, was incorporated in 2001 to raise funds with the community to support our underfunded programs.
-  Since our S.U.C.C.E.S.S. Foundation Charity Golf Tournament first teed off in 2005, it has raised more than \$1 million for our programs.

-  In 2008, we ventured into affordable housing, and today, we operate 900+ units across 10 locations in Metro Vancouver, with more to come.
-  In 2015, after seven years of providing pre-arrival services to prepare newcomers, we added a subsequent overseas office in Beijing, China. Today we also have offices in Guangzhou, China and Seoul, Korea.
-  In 2021, as pandemic-era anti-Asian hate grew, S.U.C.C.E.S.S. advocated for tolerance and launched the Dismantling Barriers and Fostering Belonging Anti-Racism Initiative.



# Integrated Services for Newcomers



## Immigration and Settlement

This year, we served a record-breaking number of settlement clients. Through our Community Airport Newcomers Network (CANN) program, we assisted more than 32,000 clients and another 6,550+ refugees (including 3,350+ Afghan refugees) and 10,150+ temporary foreign workers.

In April, we began working with Ukrainian arrivals under the CUAET program. We quickly ramped up our services to support them, hiring new Ukrainian-speaking staff and launching Operation Welcome Home in May.

This housing pilot project repurposes Metro Vancouver homes marked for redevelopment to provide temporary housing for Ukrainian families as they get on their feet, and we've housed more than 350 people to date.

In our pre-arrival Active Engagement and Integration Project (AEIP), we served more than 7,156 clients, helping to prepare newcomers for Canada before they leave their home countries, providing information sessions, online workshops, coaching, assessments and employment support.



## Youth

S.U.C.C.E.S.S. served 1,600+ youth in the past year across program areas. Among our achievements, we launched our Bridge to Student Success program and helped 49 students relaunch their studies to date. The program supports youth to return to post-secondary education by offering financial assistance, certificates, training and coaching.

Our Youth Millennium Leadership program served 118 youth, providing 70 volunteer opportunities over the eight-month program to help them develop leadership skills. We're proud that 82 per cent of participants graduated from the program, with 95

per cent reporting they were happy with their experience.

Our A Chance to Choose project, which helps newcomer youth overcome barriers to career success, also had a fruitful year, supporting 113 youth with stipends for food, work subsidies, childcare and certifications. More than 80 per cent of clients achieved stable employment or returned to school following the program, and 89 per cent were happy with their experience.

## Employment and Entrepreneurship

Employment and entrepreneurship programs helped nearly 7,000 people in the past year.

In our Active Career Connect and Engagement Project, we helped more than 116 internationally trained immigrants in B.C. and Ontario to gain their first Canadian work experience and access mental health support. We also assisted 138 small and medium-sized businesses in B.C. and Ontario to recruit, train and retain internationally trained immigrants by providing wage subsidies and equity, diversity and inclusion training.

In the past year, we launched our Internationally Trained Dentists support program nationwide. To date, we've provided support and preparation courses to 62 clients preparing for national licensing exams. These free courses help reduce financial barriers to completing Canadian credentials – dentists can save up to \$6,000 by participating. Overall, we provided \$120,000 in wage subsidies to support employers to hire internationally trained immigrants and \$58,000 in training allowances to support internationally trained dentists.





### Community, Family and Wellness

Our Community, Family and Wellness programs include social groups, health education programs, member and volunteer services, counselling and Help Lines. We had another great year. More than 150 members and friends celebrated with our Chinatown Senior Services Council on Canada Day. We honoured 100+ volunteers at our Champions of S.U.C.C.E.S.S. party in November, recognizing 300 volunteers who contributed 10,000 hours of service last year.

Our seniors and community groups were also very active. Our weekly table tennis, dance and exercise



groups were well attended, and seven of our senior's and women's groups participated in the 2022 Walk with the Dragon, raising more than \$30,000. In addition, our vaccine and dementia education programs reached 1,200 people and we served 256 counselling clients. This fiscal year our trained volunteers answered 7,100+ calls to our crisis Help Lines. They were launched in 2002 and are available in Mandarin, Cantonese, Korean, Farsi/Dari, and, as of July 2023, Ukrainian.

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

The Tri-Cities Local Immigration Partnership (TCLIP) engaged 200+ newcomers, staff and partners in dialogues, capacity-building activities and forums on strengthening equity and inclusion. Our Anti-Oppression Capacity Building Project worked with 117 service providers to improve anti-oppressive practices and share learning. The Diverse Leaders Tri-Cities initiative collaborated with Coquitlam Public Library in October to share newcomers' settlement stories in their Life Stories series.

In November, we hosted a dialogue with community partners to engage employers and newcomers on how to build inclusive workplaces to support meaningful employment for newcomers and immigrants. We also held a heARTS and Minds community forum in March that used expressive arts to foster dialogue about mental health in immigrant families. We also received federal funding for a new Tri-Cities Wraparound Model of Care for Mental Health in Immigrant Families, designed to strengthen the mental health literacy of early years' service providers.

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

*"Working with S.U.C.C.E.S.S. over the past 30 years, I've had the most rewarding career. S.U.C.C.E.S.S. has a strong commitment to newcomers and we've pioneered innovative services to support new Canadians to join the labour market. S.U.C.C.E.S.S. has become a leader in settlement because our colleagues work with heart to serve the community."*

Michael Lam,  
Program Director,  
Career and Youth Services Division



*"When we arrived in B.C., I had no Canadian work experience, no local professional connections or workplace credentials. I joined A Chance to Choose, which helped me find my way, discover my hidden talents, and change my challenging immigration journey to a positive transformation."*

Sahar Maqsoodi,  
A Chance to Choose client from Afghanistan



# Affordable Housing

S.U.C.C.E.S.S. Affordable Housing operates and manages more than 900 affordable housing units at 10 locations in Burnaby, Richmond and Vancouver, partnering with BC Housing and local municipalities.

We took another step to address Vancouver's affordable housing shortage over the past year with the opening of Dogwood Gardens at Cambie and 59th Ave. in January. Dogwood Gardens is a certified LEED Gold building constructed with a focus on energy efficiency, water efficiency and improved air quality. It is part of a master-planned new community that offers 138 units for low- to moderate-income individuals, families, and seniors, including accessible units for people with disabilities. The project is co-managed by Tikva Housing Society and S.U.C.C.E.S.S.

S.U.C.C.E.S.S. also installed 20 electric vehicle chargers at seven residential buildings and offices to promote more sustainable transportation and reduce carbon emissions. By offering convenient charging infrastructure, S.U.C.C.E.S.S. is helping employees and clients make environmentally conscious choices.

Looking ahead, we will continue to grow our housing portfolio to help address Metro Vancouver's affordable housing crisis. New locations under development will add over a thousand units in future, increasing accessibility for individuals and families facing challenges. S.U.C.C.E.S.S. remains committed to expanding affordable housing options, ensuring a brighter future for community members in need of secure and affordable housing.

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

*"I've seen the entire Housing Team work hard, especially in the midst of the current lack of affordable housing, to provide homes for people from diverse backgrounds. It's very rewarding to be part of a great team."*

Herman Mah,  
Housing Service Manager



*"I really love living at Dogwood Gardens. It's more than a home for my son and me. It's a community and a sense of belonging and hope."*

Elizabeth Nafissah,  
Dogwood Gardens tenant



# Multi-Level Care



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

*"The staff treat me with great care. 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!"*

Ching Fong Wong,  
resident of Austin Harris Residence



*"Going to work is like going to my second home. I've really enjoyed the relationships I've built with my colleagues, seniors and their families over the past 19 years. Working in the care home has been a very rewarding experience. It's my privilege to collaborate with a very talented multidisciplinary health professional team and to enhance the quality of life and nutritional wellbeing of seniors."*

Emily Kwan,  
Registered Dietitian,  
Clinical Leader in Nutrition,  
Simon K. Y. Lee Seniors Care Home



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 offering culturally appropriate care to seniors with complex needs. The Society operates two assisted living facilities for seniors: Austin Harris 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.

Over the past year, with support from our Goodwill Ambassador Council and the Vancouver Granville Lions Club, we ran a successful campaign to install mechanical ceiling lifts in our care home to improve the safety and mobility of our residents. Thank you to our supporters who came together to host a charity concert, raising \$313,000 for this upgrade!

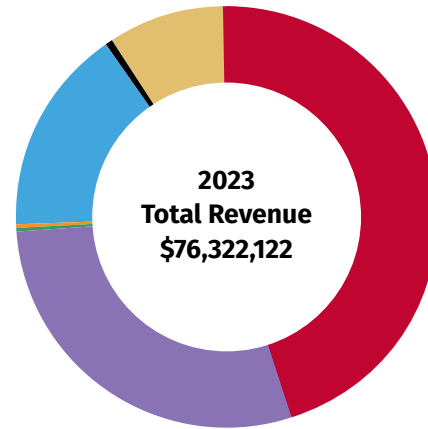
MLC also worked with the City of Vancouver to add to our outdoor space and improve security around the care home. We have gated and leased Suzhou Alley to create an enclosed green space. We're excited to host events here for residents and plan to start a garden.

This year we also achieved our third consecutive Exemplary Standing evaluation under the Qmentum Long Term Care accreditation program from Accreditation Canada. This incredible milestone demonstrates how everyone at MLC, from leaders to direct care providers, has a shared commitment to high quality, person-centered health care.

# 2022-23 Financial Report

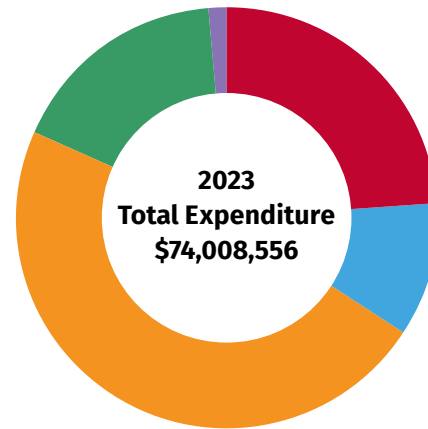
## Revenue

- 45.17% Federal Government
- 28.89% Provincial Government
- 15.76% Housing
- 8.99% Program Revenues
- 0.62% Foundation Donation
- 0.38% United Way
- 0.20% General Donations



## Expenditure

- 47.41% Social Services
- 23.91% Health Services
- 17.03% Housing
- 10.53% Employment Services
- 1.12% Amortization



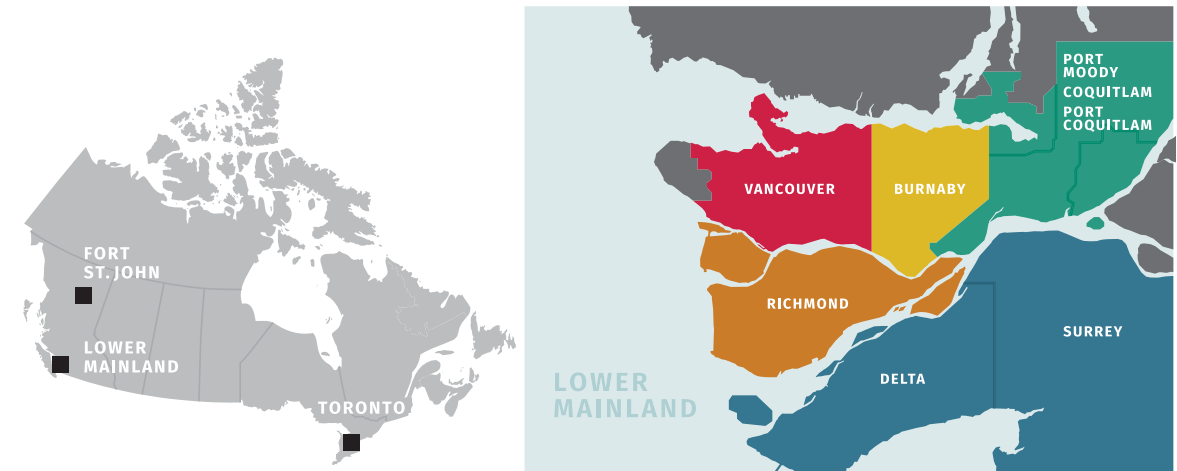
**Excess of revenues over expenses: \$2,313,566**

\*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, S.U.C.C.E.S.S. Affordable Housing Society, and excludes S.U.C.C.E.S.S. Foundation.

**Note:**

- The expenditures relating to Housing include: operating and capital costs, funds prescribed as replacement and operating reserves, and mortgage principal and interest repayments.
- These figures relate to the general operating funds only (excludes restricted funds).
- The surplus generated is to be used for operations, 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.



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