



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

IMPACT REPORT

2025-2026



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 xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Selílwətaʔ/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.

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FROM THE CEO



For more than five decades, S.U.C.C.E.S.S. has responded to change with purpose and resolve. This past year was marked by significant uncertainty—funding reductions, declining immigration levels, shifting federal priorities, and growing pressures across the health and social services sectors. In this challenging environment, our organization not only adapted, but has continued to deliver meaningful impact for the communities we serve.

Despite these headwinds, we have strengthened partnerships, maintained service quality, and advanced key priorities across senior care, settlement, employment, family services, and community development. Our teams demonstrated innovation in program delivery and careful stewardship of limited resources, all while maintaining an unwavering commitment to culturally responsive care. Together, we sustained trust with funders, donors, and community partners while continuing to support the people and communities who depend on our support during times of heightened need.

What gives me the greatest confidence in moving forward is the resilience of our people. Across all programs and sites, staff showed extraordinary professionalism, compassion, and



flexibility—navigating complexity while remaining focused on impact and dignity for those we serve.

I am deeply grateful to every member of the S.U.C.C.E.S.S. team, as well as our Boards, volunteers, partners, and supporters. Your dedication is the foundation of our organization.

As we look ahead, we do so with realism and optimism. Guided by our values of integrity, inclusion, innovation, and caring, S.U.C.C.E.S.S. will continue to evolve and lead with purpose.

Sincerely,

A handwritten signature in black ink, appearing to read 'Queenie Choo', with a large, elegant loop at the beginning.

Queenie Choo,
Chief Executive Officer



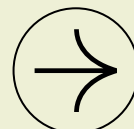
MESSAGE FROM THE SOCIETY BOARD CHAIR

For over 50 years, S.U.C.C.E.S.S. has walked alongside individuals and families building their lives in Canada. This past year tested us deeply—with funding cuts, declining immigration levels, shifting immigration policies and growing constraints across the healthcare system have reshaped the landscape in which we serve.

These changes have not been easy. We have had to make hard choices and adapt constantly. But what truly inspires me is how S.U.C.C.E.S.S. rises to meet the challenge. We have never stood still, because our communities cannot afford us to.

Despite everything, our teams showed up with extraordinary heart—meeting clients where they are, navigating change, and finding innovative ways to deliver services with care and integrity. That dedication is the heart and soul of this organization.

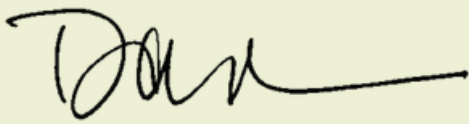
As the landscape keeps shifting, our role as a trusted community partner matter more than ever. We continue to work closely with governments, funders, donors, and community partners to navigate complexities while staying focused on what's always driven us: inclusion, belonging, wellness, and independence.



On behalf of the Society Board, I extend my sincere gratitude to our staff, volunteers, donors, partners, and to Queenie Choo and her leadership team — thank you. Because of you, we remain strong, responsive, and ready for the future.

Together, we move forward—with purpose, resilience, and hope.

Sincerely,

A handwritten signature in black ink, appearing to read "Donnie", followed by a long horizontal flourish.

Donnie Wing
Society Board Chair



BOARD OF DIRECTORS



Mr. Donnie Wing
Chair



Mr. Philip Bates
Vice Chair and Treasurer



Dr. Tanya Petraszko
Board Secretary



Mr. Pall Beesla
Director



Ms. Ilda Brazinha
Director



Mr. Jonathan Do
Director



Dr. Mark Fok
Director



Mr. James Hsu
Director



Dr. Janet Kow
Director



Ai-Le Leroux
Director



Lauren Liang
Director



Helen Song
Director



Dr. Sandra Song
Director



Mr. Bryan Yu
Director

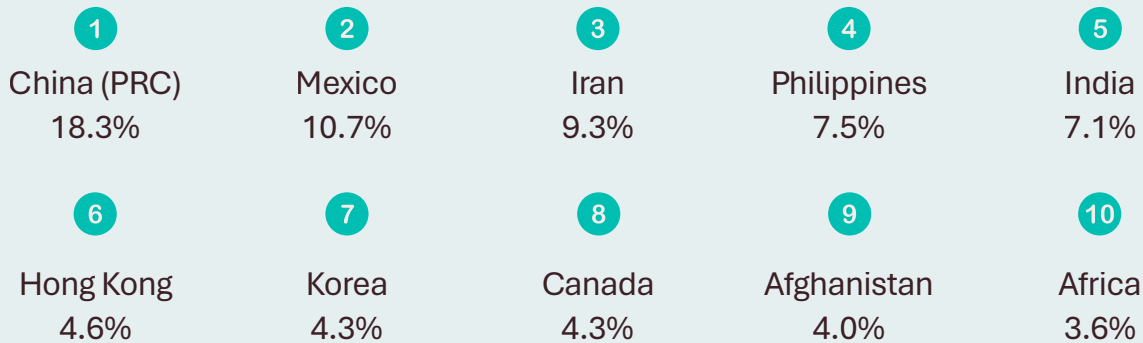


Mr. Doug Purdie
Ex-officio

2025 - 26 CLIENT SERVICES



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



→ 55,151 Total clients from Top 10 countries

→ 74,750 Overall unique clients served



INTEGRATED SERVICES FOR NEWCOMERS



Pre-Arrival Services

In FY2025–26, the Active Engagement and Integration Project (AEIP) continued to deliver fully virtual pre-arrival settlement services, supporting newcomers across regions and time zones. Services included needs assessments, individualized settlement and employment action plans, referrals, and post-arrival connections. Top source countries included Nigeria, India, China, Pakistan, and Colombia. Key achievements included expanded

employment supports—such as individual counselling, enhanced Foreign Credential Recognition assistance, and mentoring—along with the introduction of targeted Community Connections activities in collaboration with provincial partners to strengthen client preparedness and engagement. AEIP also enhanced digital systems to improve service consistency, reporting, and long-term scalability, with a focus on women and racialized newcomers.

A portrait of Bernice Bonsu Adusah, a Black woman with long, dark, curly hair, smiling and standing with her arms crossed. She is wearing a light-colored short-sleeved shirt with a colorful floral pattern. The background is a plain, light blue-grey wall. A semi-transparent dark grey box is overlaid on the lower half of the image, containing white text.

“The settlement and pre-arrival services I received through AEIP and AEIP provincial partner (CCIS) helped me feel confident, informed, and prepared before arriving in Canada. These services gave me a clear understanding of life in Canada, including housing, schooling, healthcare, and community resources, which made my transition smoother.”

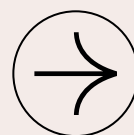
Bernice Bonsu Adusah,
Client, AEIP, Calgary, AB



Community Airport Newcomers Network

The Community Airport Newcomers Network (CANN) is funded by Immigration, Refugees and Citizenship Canada (IRCC), Employment and Social Development Canada, and the provincial government. CANN, operated by S.U.C.C.E.S.S., provides immediate reception and orientation services to newcomers, refugees, and migrant workers arriving at Vancouver International Airport.

Since 1992, CANN has welcomed over 1.3 million newcomers, refugees, and migrant workers, offering multilingual support to facilitate their initial settlement journey. Services include information on landing procedures, health coverage, education, employment, housing, and referrals to community resources.



Through programs such as the E-Link Client Referral Service, CANN has connected 34,962 newcomers to national settlement and integration resources.

By delivering timely and culturally responsive support, CANN helps reduce the stress of arrival and accelerates newcomers' integration into Canadian society.

In FY2025–26, CANN served over 30,000 clients across its settlement, RAP, migrant worker and refugee support programs. Additionally, through our client referral system, thousands of settlement clients were referred to settlement agencies. Since 1992, CANN has served more than 1.3 million clients, and has remained a vital support system for settlement support across Canada.

“I came to Canada in 2022, at the beginning of the war in Ukraine. When I arrived, I was welcomed at the airport by CANN S.U.C.C.E.S.S. staff—an experience that inspired me to give back in the same way. I joined CANN in January 2023 and have since supported many Ukrainians, temporary foreign workers, and refugee claimants. I am proud to be part of a team that makes a meaningful difference in the community.”



Nataliia Gurbuz,
BC SAF HAVN Program Coordinator,
S.U.C.C.E.S.S.



Immigration Settlement and Integration Program

This past year, the Immigration Settlement and Integration Program (ISIP) served more than 19,000 clients across Metro Vancouver and Fort St. John. Additionally, our Case Management settlement programs continued to deliver intensive, individualized support to newcomers and refugee claimants experiencing high needs and complex barriers.

Our BC Newcomers Services Program was also highly active, assisting more than 7,000 clients throughout Metro Vancouver and the three Northeast B.C. municipalities with their settlement and employment needs.

In addition, ISIP launched Language Assessment services for newcomers in Northern B.C., while continuing to offer Language Instruction for Newcomers to Canada (LINC) classes, ranging from Literacy to CLB 8, to over 3,500 students.

Career & Youth Services

In FY2025–26, the CYS division delivered youth and employment programs that supported newcomers, refugees, racialized, and Indigenous clients in building leadership skills and pathways to employment and community engagement. Across its youth initiatives, more than 140 youth participated in leadership development, employment programming and other community-based projects. The Youth Advisory Committee continued to strengthen youth engagement and inform service delivery through hosting a Post-Secondary Education Forum which saw 85 participants in attendance.

The CYS division continued to provide specialized employment programming that supported both internationally trained healthcare professionals as well as mature workers. Active Career Connect and Engagement Project for Internationally Educated Health Professionals (ACCEP-IEHP) assisted over 300 internationally trained health professionals to transition into healthcare careers, while Active Generation for Employment (AGE) assisted more than 180 mature job seekers in finding employment.

“It is an honour to support IEHPs as they navigate their transition into the Canadian healthcare sector. Through the program, I help clients explore career pathways, pursue licensure, and secure meaningful employment while building confidence and adapting to the Canadian healthcare system.”



Grace Parr,
ACCEP-IEHP Case Manager
S.U.C.C.E.S.S.



Employment and Entrepreneurship

Funded by the Government of Canada's Women Entrepreneurship Strategy, S.U.C.C.E.S.S. leads the Integrated Women's Entrepreneurship Project (IWEPP) in collaboration with five partners across Canada. IWEPP supports women from diverse, intersectional, and underserved backgrounds to start and grow their businesses through tailored resources, advisory services, and guidance. Over these past 3 years, the project has supported over 1,400 women across British Columbia, Alberta, Saskatchewan, Ontario, Quebec and New Brunswick, building on participants' strengths, addressing key entrepreneurial challenges, and supporting sustainable business growth.

In FY 2025–26, WorkBC Richmond supported nearly 2,600 individuals, translating service into impact with half of case-managed clients securing employment. We opened pathways to opportunity by enabling over 260 clients to build new skills, with a strong focus on those facing the greatest barriers, including newcomers, refugees, youth, and individuals with complex needs. Through 15 hiring events, we brought together 90+ employers and nearly 3,000 job seekers, complemented by 50 outreach activities reaching 1,800 community members, supporting a more inclusive and resilient workforce in Richmond.





Community, Family and Wellness

The Wellness and Active Communities programs and services supported over 5,500 clients through diverse programs, including in-home supports for seniors, social and recreational programs, health education projects, digital literacy, and publications.

In 2025, new initiatives focused on putting wraparound supports for aging seniors in place. With more climate-related emergency situations, the Seniors Summer Club trains Green Ambassadors who introduce emergency preparedness and climate adaptation concepts to the community and help ensure seniors stay cool and safe during summer months. To strengthen access to community supports, navigation and peer-support services were introduced to connect seniors with community resources.

At the 40th anniversary of the Evergreen News, S.U.C.C.E.S.S.'s monthly Chinese publication, a digitization project began

where the historical issues from 1985 to 1994 were digitized and preserved in an online archive of B.C. history. As one of the longest-running local Chinese-language publications, its issues are of historical and cultural significance to the Chinese Canadian community.

In 2026, S.U.C.C.E.S.S. began a partnership with Atira Women's Resource Society to deliver culturally inclusive programs and services at Tung Sam Lau (同心樓), a new affordable housing development for elders and Chinese Canadian seniors. This collaboration reflects a shared commitment to reconciliation, community wellness, and culturally responsive support, creating a welcoming space where residents can access services that honour Chinese cultural traditions while fostering connection, belonging, and mutual understanding.

Counselling and Crisis Support

We provide high-quality, confidential, and culturally responsive counselling services for individuals and families. Guided by a strength-based perspective, we believe people have the resilience and capacity to manage daily stress, navigate major life changes, and grow with appropriate professional support.

Our services address life transitions, emotional and mental health concerns, relationship and family issues, and child and youth development. We draw from an integrative range of approaches, including Acceptance and Commitment Therapy (ACT), Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Emotionally Focused Therapy (EFT), art therapy, Family Systems Therapy, mindfulness, and person-centred care.

In addition to individual counselling, we offer free, culturally appropriate support groups, including parent groups in Chinese, Korean, and Farsi.

SUCCESS focuses on the wellbeing of its community members. Through the SUCCESS Helplines, we provide confidential emotional support and referrals to community resources for individuals facing language barriers, including those who do not speak English. Our services help people navigate a wide range of personal, family, and life challenges and are available in Cantonese, Mandarin, Korean, Farsi/Dari, and Ukrainian.

Through crisis prevention and timely referral support, the helplines promote community well-being and improve access to culturally responsive services. We are committed to safeguarding privacy and offering a safe, respectful, and non-judgmental environment for everyone who reaches out for assistance.





“I have been working at S.U.C.C.E.S.S. for the past four years as a Korean Helpline (KHL) Program Officer. During this time, working alongside dedicated and committed volunteers and staff has been a truly valuable and meaningful experience, and I have also received tremendous support from the community.

I find great fulfillment in seeing individuals facing challenges experience healing and receive support through KHL. Our team continues to expand our services to better serve immigrants and the Korean community, including refugees, seniors, and individuals with disabilities. These efforts are especially beneficial for those who experience isolation within the community. Seeing the growth and development of the S.U.C.C.E.S.S. Helpline is truly rewarding.”



Abby Beak,
Program Officer,
S.U.C.C.E.S.S. Helplines

Community Advocacy, Diversity, Equity and Inclusion



The Tri-Cities Local Immigration Partnership (TCLIP) engaged diverse community partners and residents through arts-based community development initiatives focused on immigrant mental health, volunteer engagement, and intergenerational belonging. These efforts informed community action plans that advance immigrant inclusion and integration across the region.

In its inaugural year, S.U.C.C.E.S.S. collaborated with over 30 partners to lead



the Richmond Local Immigration Partnership (RLIP), grounding its action plans in consultations with immigrant communities and service providers. RLIP also launched a comprehensive immigrant services directory.

S.U.C.C.E.S.S. staff further strengthened their Diversity, Equity, and Inclusion capacity through training in Gender-Based Analysis Plus (GBA Plus), neuro-inclusive practices, intercultural communication, evaluation, and inclusive leadership.

AFFORDABLE HOUSING

At Community Real Estate & Asset Management, S.U.C.C.E.S.S. is on track to nearly double its affordable housing portfolio in two years—an important milestone in addressing the affordable housing crisis in our communities. Exciting progress is happening across several key developments.

Little Mountain, the 48-unit mixed rental housing development at 167 36th Ave., was completed in mid-August and is now ready for occupancy. Tenant showings are currently underway.

The six-storey mixed-use development at 3838 Hastings St. in Burnaby, featuring 161 residential units and 11 retail spaces, including a YMCA BC child care centre serving infants through school-age children, is progressing well and remains on track for completion in spring 2027. The 97-unit housing project at Clarke and 1st Ave. is also advancing steadily and is expected to be completed in early 2028. The two seniors' housing developments in Coquitlam, totaling 258 units (142 units at Laval Square and 116 units on Clayton Street), broke ground in late June and were marked by a ceremonial groundbreaking event.

These projects reflect S.U.C.C.E.S.S.'s unwavering commitment to expanding access to safe, inclusive, and affordable housing. Behind every project is a dedicated housing team helping create homes—and hope—for individuals, seniors, and families. As the affordable housing crisis continues to impact communities across the region, S.U.C.C.E.S.S.'s Community Real Estate and Asset Management department remains focused on delivering meaningful housing solutions and building stronger communities for the future.



"I am proud to be part of a community that provides stable housing for those who need it most. Working at Bob & Michael's Place with the S.U.C.C.E.S.S. team is truly meaningful — every day we see resilience, growth, and new beginnings. It's an honour to support residents in building a place they can call home."

Paul Lam,
Housing Services Coordinator , S.U.C.C.E.S.S.





“Living at Bob & Michael’s Place has been more than just having a roof over my head—it has been a journey of rebuilding, hope, and belonging. During my time here, I have experienced kindness, support, and a sense of community that I will always carry with me. This place has helped me find stability and strength during a very important chapter of my life.”

Maryam Houshangi,
Resident, Bob & Michael’s Place

MULTI-LEVEL CARE

S.U.C.C.E.S.S. Multi Level Care Society (MLC) continues to provide high quality, culturally appropriate care to seniors with complex needs through five core programs in Vancouver and Richmond: the Simon K. Y. Lee Seniors Care Home, Austin Harris Residence, Harmony House, and the two Adult Day Programs. Together, these programs support seniors to age with dignity, safety, and meaningful connection across the continuum of care.

This year, MLC integrated new technology-enabled tools to strengthen privacy protection and interdisciplinary collaboration. A secure communication platform was implemented to support efficient information sharing among care teams while meeting high standards for data security and confidentiality, helping safeguard sensitive personal health information.

In alignment with our advocacy mandate and commitment to continuous improvement, S.U.C.C.E.S.S. Multi Level Care Society engaged in research on the use of immersive therapy in long-term care with UBC Idea Lab and other academic institutions. These collaborations promote evidence-informed practice, contribute to sector knowledge, and elevate the lived experiences of seniors to inform policy and service innovation.

We also applied for targeted grants to strengthen volunteer well being, supporting opportunities for connection, learning, and meaningful engagement. Investing in the Age Well, Live Well program promotes volunteer wellness and reinforces our philosophy while fostering resilient, inclusive communities that support seniors, families, volunteers, and staff.



“Food is more than a meal, it is comfort, care and connections. Seeing resident enjoy food that is prepared just right for them makes my work truly meaningful.

I first came to MLC as a volunteer and have now been part of the Food Services team for over 13 years. What I love most about my role is serving nutritious, well-prepared meals and connecting with residents each day. It’s incredibly rewarding to see residents enjoy their food—especially knowing it has been thoughtfully prepared to meet their individual needs, including modified textures.”



Joyce Leung,
Food Service Worker,
Simon K. Y. Lee Seniors Care Home

A photograph of an elderly woman with short, curly white hair, smiling warmly at the camera. She is seated on a grey couch with floral patterned cushions. She is wearing a red cable-knit cardigan over a blue and white floral turtleneck. In her lap, she holds a clear plastic box containing a small bouquet of yellow flowers. The background shows a window with white blinds.

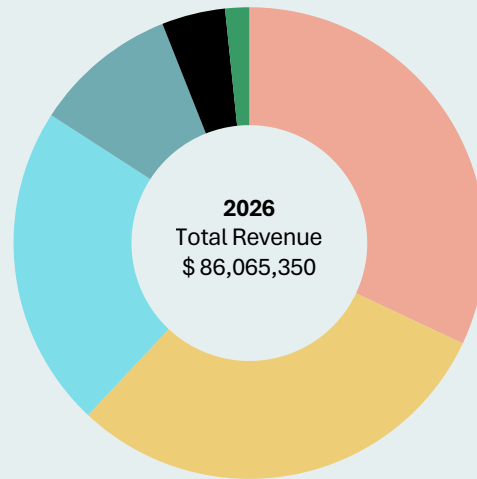
“I am 100 years old, and I have been living at Harmony House Assisted Living Residence for the past two years. During this time, I have felt safe, comfortable, and truly happy here. The staff are always kind and caring, and I enjoy spending time with the other seniors, who are very friendly.”

Li Woon Ha,
Resident, Harmony House Assisted Living Residence

2025-26 FINANCIAL REPORT

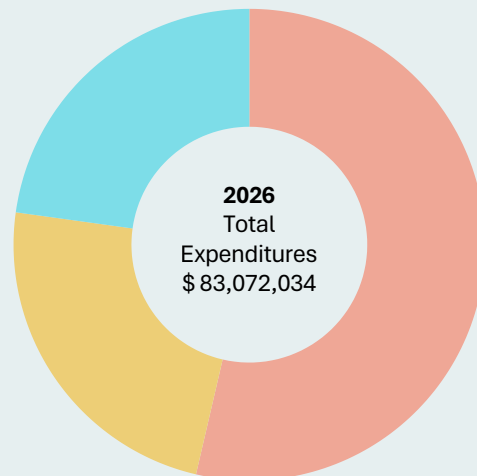
Revenue

32.00%	Federal Government
29.99%	Provincial Government
22.14%	Housing
9.87%	Program Revenues
4.36%	Bequest Donation
1.65%	Other Contributions



Expenditure

53.64%	Social Services
23.56%	Health Services
22.81%	Housing



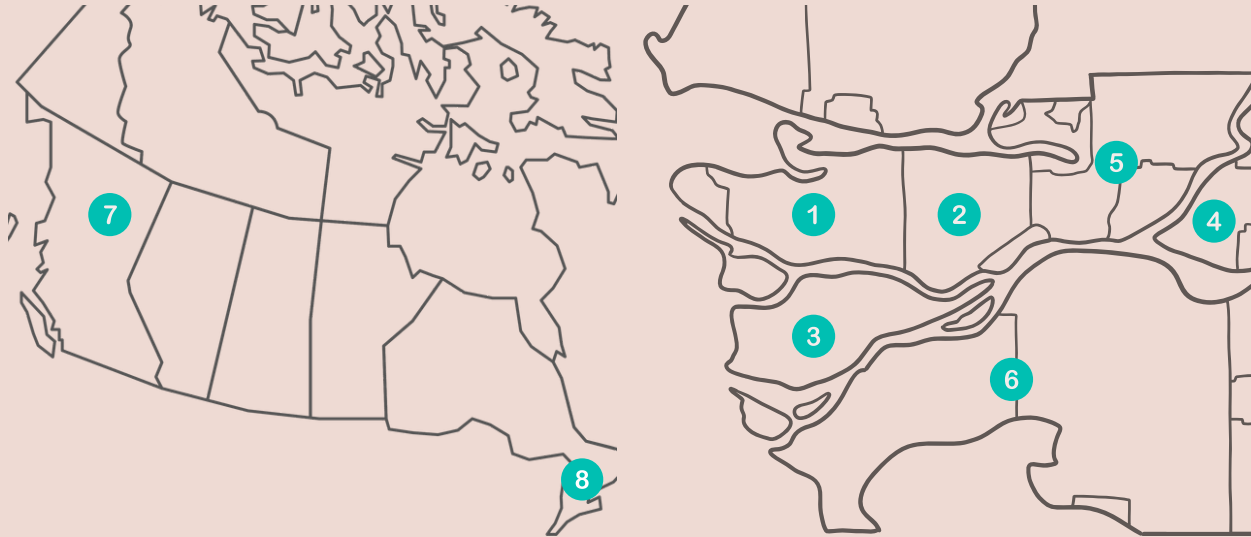
Excess of revenues over expenses:
\$ 2,993,316

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.

SUPPLEMENTARY NOTE DISCLOSURE:

- **Other Contributions** include Municipal Government funding, United Way support, General Donations, and Foundation Donations.
- **Housing expenditures** include operating and capital costs, mortgage repayments and contributions to restricted reserves.
- The figures presented reflect **General Fund** activities only and exclude restricted funds.
- **Annual Surpluses** are reinvested to support operations, future capital investments, and Agency's strategic priorities.

SERVICE LOCATIONS IN CANADA



	1	2	3	4	5	6	7	8
Service	Vancouver	Burnaby	Richmond	Ridge Meadows	Tri-Cities	Surrey/Delta	Fort St. John	Toronto
Settlement								NEW
Family, Youth & Seniors Services								
Community Development								
Employment & Entrepreneurship								
Language Training							NEW	
Seniors Care								
Affordable Housing								
Port-of-Entry								

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. to deliver 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 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 choose to make a residual bequest where you donate a portion of your estate after all other beneficiaries have been settled. You could also choose to 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 or call 604-408-7228.

AWARDS AND ACCREDITATION

Since 1973, S.U.C.C.E.S.S. has helped individuals and families at every stage of their Canadian journey. Today, as one of British Columbia's largest social service agencies, we support people through settlement, employment, language training, seniors care, and housing.

Our commitment to service excellence is reflected in the recognitions we are proud to hold. We are accredited by the Council on Accreditation (COA) and Accreditation Canada (AC), alongside the WorkSafeBC Certificate of Recognition (COR) and Rick Hansen Foundation Accessibility Certification, which underscores our dedication to safe, inclusive, and accessible spaces for all.

In 2025, we are honoured to be Great Place to Work® Certified, recognizing the caring and collaborative culture we've built for our teams.

These accreditations and awards are more than titles—they reflect the dedication of our people, the trust of our communities, and the values that drive S.U.C.C.E.S.S. forward.



CONTACT

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

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Explore our previous impact reports at
successbc.ca/annual-reports to see our
past highlights.

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@SUCCESSCANADA



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