

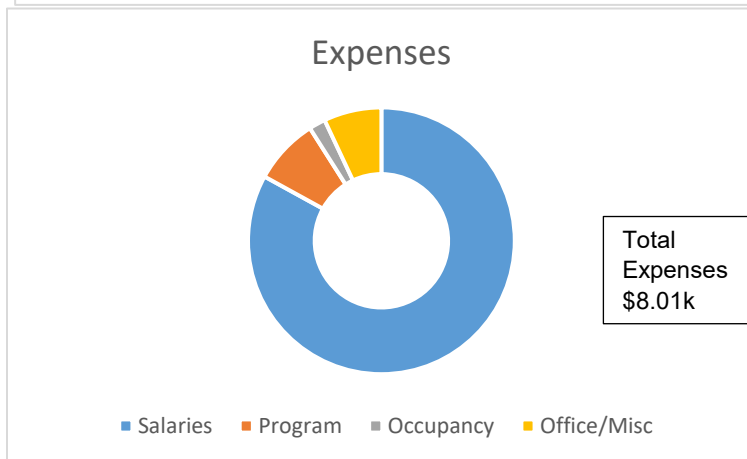
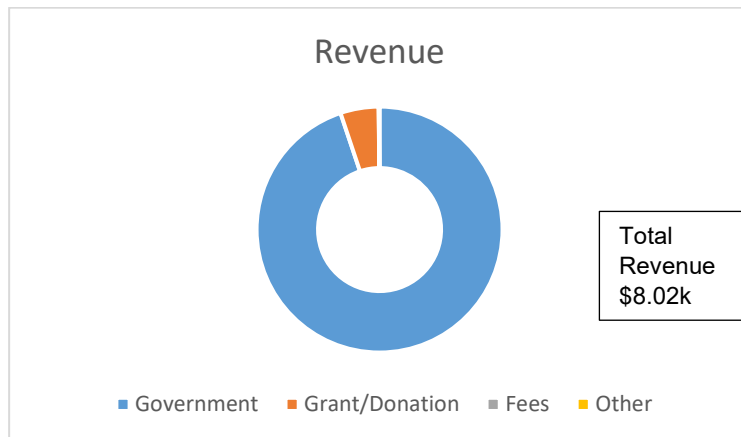
Langley Community Services Society



Year in Review 2023/2024

2023/2024 Financials:

ASSETS	2024	2023
Current	\$1,635k	\$1,695k
Long Term	\$409k	\$442k
Total Assets	\$2,043k	\$2,057k
LIABILITIES	2024	2023
Current	\$1,352k	\$1,302k
Long Term	\$ 43k	\$ 46k
Total Liabilities	\$1,395k	\$1,347k
Total Net Assets	\$648k	\$709k
Total Liabilities & Net Assets	\$2,043k	\$2,057k



A big Thank you to the supporters of LCSS:

- Immigration Refugee & Citizenship Canada
- Cora Gabriel
- City of Langley
- Cobbs Bread
- Dee Glen
- Dennis Martini
- Doug Strongitharm
- D. Walsh
- Fraser Health Authority
- Gillian McRae
- Hu Chengym
- Hung Tzu Tu
- Judi Webb
- Ken Laviolette
- Kingdom Life Community Church
- Lisa Harris
- Living Waters Church
- M Anbido
- Ministry of Children & Family Development
- Ministry of Education & Child Care
- Ministry of Social Dev & Poverty Reduction
- Omnicom Management Inc.
- Oscar Sanchez
- Rotary Clubs (Aldergrove, Sunrise, Service, Central)
- Service Canada
- Schmunk Gatt Smith & Associates
- Shewan Foundation
- Stay Gold Custom Car Show
- TD Bank Group
- TD Friends of the Environment

Board of Directors:

- Bev Dornan - Chair
- Edna Schuerhaus, Director
- Ewan Macleod, Vice-Chair
- Kiran Shergill - Treasurer
- Shea Chorney - Director
- Cathy Wall - Director
- Lisa Dolinski - Secretary
- Nischal Ram - Director
- Judy Webb - Director

Note: The summary financial information presented here has not been subject to audit procedures, please refer to the full set of audited financial statements.

2023/2024 Program Successes + Achievements

Early Learning Program

The program is designed for refugee/newcomer children aged 0-6 years and their caregivers who have multiple barriers to integration

- Provided 290 drop-in sessions annually to more than 189 unique client families served
- Conducted Health & Nutrition modules weekly to enlighten families on topics such as the new Canada Food Guide, handwashing, flu, and cold symptoms. A monthly healthy snack recipe and cooking included with activities
- Hosted a weekly lunch program for newcomer mothers who are currently pregnant or have an infant up to 18 months old.
- Had 9 field trips throughout the year to various locations including, water parks, community center, pumpkin patch, and library, museum, and farm.
- Partnered with other community organizations such as Inclusion Langley Society, Fraser Health, Fraser Valley Regional Library, as well as local paramedics and fire department.
- Provided a weekly art class with art projects for children for parents and caregivers.
- 2 pre-school registration information sessions were conducted.
- Covered topics in classes relating to culture, nature, emotions, science, health, literacy, diversity, and more. Focused on creating the activities for children physical, social and emotional, cognitive, literacy and numeracy development.

Settlement & Integration Services

The service is designed for Refugees and Newcomers and provides weekly Information Sessions, Referrals and Orientation Workshops including English Conversation Circles, Women's Program & Seniors Program

- Provided 312 drop-in sessions to 896 newcomer immigrant clients
- Provided 230 clients with employment counselling support
- Provided 938 clients with Needs Assessment, Assets and Referral Services
- Provided 862 clients with Information and Orientation Services
- Health & Wellness sessions delivered to increase awareness and educate clients on mental health and well-being. Topics include: Dementia-Friendly Community, Common Seasonal Allergies, Mental Wellness, and Home Care Service.

- Conducted 4 financial literacy sessions which taught clients about taxes in Canada, how to identify scams and protect oneself against them, and budgeting.
- Engaged with 13 volunteers and 12 practicum students who brought skills, experience, and knowledge in diverse fields to the programs

Community Counselling

Offers free counselling to residents of Langley who are 10 years and older

- Offered 1436 sessions of free counselling to the community, 193 more than the 2022/2023 year
- Provided support to 542 clients (some of them seen more than once during the year)
- 12 counselling interns enhanced their skills at LCSS this year
- Waitlist fluctuated between 4-5 months, which is an increase from last year of 1-3 months wait
- 84% of goals set by clients showed an improvement
- 94% of surveyed program participants report that their functioning has improved since attending counselling
- 97% of surveyed program participants report an overall increase of their mental health knowledge

Family Success

Offers family therapy to families struggling with child protection concerns or family functioning challenges

- The Family Success program served all the referrals from MCFD without much of a wait-time
- Therapists supported other clients in the community through the Community Counselling program
- Provided 1194 sessions of family counselling to 199 families, an increase from 965 sessions and 55 families served the year before.
- Program fully staffed with 2 full-time therapists and a Program Manager
- 84% of goals set by clients showed an improvement

2023/2024 Program Successes + Achievements

Family Connections

Program works in close collaboration with the Ministry of Children & Family Development, providing individualized family assessments to identify strengths, supports and to work on reducing safety concerns within the family. Family Connections has four programs under its umbrella: Intensive, Family Strengthening, Family and Youth, Supported Visitation

- Service provided to 230 families dealing with child protection issues and parenting concerns. Counsellors worked with families in their homes and in the community to help them achieve goals
- Maintained close working relationship with funder Ministry of Children & Family Development that promotes minimal wait lists
- 2 Caring Dads groups offered this year. Supported Visitation program has ongoing funding and is operating at capacity. Fee for services active.
- 100% of surveyed program participants report that they are able to provide a safe and appropriate environment for their children
- 93% of surveyed program participants report an increased knowledge of parenting skills
- 83% of surveyed program participants report an increased understanding of mental health

Parent Outreach & Education

Confidential in-home education and counselling for families with children up to age 14

- Provided support to more than 55 families
- Reached 96 clients with our groups. The most popular group continues to be Taming the Worry Dragon dealing with children's anxiety
- 100% of surveyed program participants report increased knowledge of parenting skills.
- 94% of surveyed program participants report understanding of their anxiety and have skills to manage anxiety

Skills to Success

This is a youth employment program designed to assist youth into the labour market in BC. Eligibility is Naturalized Canadian citizen, permanent resident, confirmed refugee status or youth with disability

- 37 Youth served for the year 2023-2024
- 90% Clients satisfied with supports for training & employment through the program
- 87% Clients understood Canadian Labour Market and work culture

- 89% employed
- 89% visible minority youth
- 50% Female
- 13% Youth with disability

Fast Track Education Assistant (EA)-PBLMT Training

A 30-week program that provides EI Eligible WorkBC clients with the opportunity to obtain an EA Diploma, receive additional certificates, a practicum and job search support

- We reach full capacity on participants enrollment and worked at full capacity for the year 2023/2024
- Graduates are currently working in commensurate employment.
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Child Care Resource & Referral

Program offers consultation, support and assistance to Langley parents seeking child care and supports child care providers through trainings, outreach, resources and networking opportunities

- 63 Educational workshops were provided to 694 participants
- 701 child care referrals were provided to families
- 1785 referrals were provided to community
- 783 individuals accessed the lending library
- 219 individuals helped with the Affordable Child Care Benefit
- 14 home support visits were made to Child Care providers
- 88% of CCRR participants report our workshop quality was either excellent (69%) or good (22%)
- 94% of CCRR clients report office staff are very welcoming and helpful
- 96% are very satisfied with CCRR services overall

Family Place North & South

Drop-in program for caregivers and children ages 0-6 years

- 574 sessions offered, 342 in Langley City and 232 in Willoughby
- 578 individuals new to the programs (New adult 275 and new children 303)
- 7,005 participant visited overall (3,629 children and 3,220 adults)
- 1,518 unique children visited once

2023/2024 Program Successes + Achievements

- 1736 community resource referrals provided
- 72 educational guest speakers provided
- 88.69% reported Family Place Programs had a positive influence on their parenting skills
- % of adult participants reported Family Place programs have had a positive influence on their children
- 88% reported an increased understanding of resources in our community
- 93% received information to help them make positive parenting decisions

Substance Use Services

Outpatient service providing information, education, counselling and referrals for individuals attempting to change personal substance use problems and for those affected by someone else's substance use

- Opened 363 individual client files
- Provided over 2600 hours of one-to-one counselling
- 95% of our clients indicated they increased their knowledge of substance use by accessing our services
- We provided 151 group sessions throughout the year (SUMM, Support Group, Skills for Resilience, Trauma Informed Yoga, Befriending Your Emotions)
- Client feedback from our groups indicated that 95% of participants felt the groups were helpful and they learned something new
- 255 Take Home Naloxone kits were offered to our clients
- Provided 9 educational presentations about substance use to the community

Intensive Case Management

Assisting eligible individuals over 19 with access to primary care services and community resources

- A multi-disciplinary team that engages with clients that meet eligibility criteria through street outreach with a primary focus on client engagement, housing stability and brokering services. They work with clients where they are at, to create a plan to improve and stabilize their lives.
- Engages and establishes therapeutic relationships and provide client centered/individualized services to reduce avoidable hospitalizations, reduce the harms of

substance use, improve coordination of services/enhance integration of services for clients, increase reach to health and psychosocial services for marginalized individuals/families, and enhance the provision of housing and other community supports in the community. This program has been developed to reduce crisis/emergency incidents by creating a scope of health equity by bringing services to the population with a goal of transitioning them to current "mainstream" programs in the community.

- Received 156 referrals – 59 files opened, 96 were not accepted (5 connected to other services, 13 declined services, 51 lost contact, 4 moved out of service area, 10 did not meet program criteria, 13 were referred to other community agencies)
- Provided \$40,700 in housing subsidies
- Staff provided 2789.49 hours of Direct client Care
- Housed 14 individuals
- 89% of clients stated they increased their insight to substance use disorder

Poverty Law Advocacy

Legal advocate works directly with clients to educate them about their legal rights and explain options for solving legal issues

- The Poverty Law Program began providing legal assistance to Langley residents on April 1, 2019
- April 2023-March 31, 2024 the PL program assisted a total of 536 clients with general legal inquiries and direct legal representation.
- Clients are provided assistance with Income and housing Security, Consumer Debt, Employment Insurance, Canada Pension Plan, Old Age Pension, Worker's Compensation & Employment Standards issues
- Clients are also provided the opportunity to attend the monthly Poverty Law Legal Clinic where they can get additional supports with Family Law issues. Clients who attend the monthly clinics are given a half hour of legal advice and support from the program Supervising Lawyer

2023/2024 Program Successes + Achievements

Langley Local Immigration Partnership (LLIP)

The LLIP is a community planning table comprised of key community members representing various sectors that facilitates the integration of new immigrants and to enhance the welcoming and inclusive nature of Langley.

- The Langley LIP which was funded in April 2020 by IRCC and contractually managed by LCSS, started by taking over the work done by the Refugee, Immigrant Advisory Committee (RIAC).
- Addition of 4 new member organizations to the Membership Council
- First Langley Global Fest was held on July 22, 2023 at KPU.
- Health Fair at Timms Community Centre on September 22, 2023
- Community Service Provider event at LCSS Welcome Centre on November 28, 2023 with 72 participants attending
- Transportation Forum was conducted at LCSS Welcome Centre on January 26, 2024, with 46 attendees.
- Translink Train the Trainers was held at the LCSS Welcome Centre headed by the Translink Training Manager
- Links on Settlement and Employment supports, resources, research survey results and emerging news on Langley and BC is available on www.langleylip.ca

Resilience BC

LCSS is one of the spokes of the Resilience BC Anti-Racism Network which operates in more than 50 communities. The network offers a province-wide approach to identifying and challenging racism.

- A Forum on Sexual Orientation and Gender Identity was offered on May 26, 2023 wherein over 90 attendees participated.

Structured Cabling & Security Systems Training

Program is preparing participants for employment in the telecommunications, communications, security systems, alarm installations, and electrical industries. This is group-based, full-time 21-weeks program of

essential skills training, employability skills training and occupational skills training, on-the-job work experience and job search.

- Program was created in August 2022
- Provided a total of 20 seats to cohort 1 and cohort 2 at that time
- 100% of first cohort participants completed the ACE Community College skill training components
- 100% of first cohort participants were placed in practicum with four community partners employers
- First cohort participants completed the following STOCs: Occupational First Aid Level 1, Personal Protective Equipment for a Trade Workers, WHMIS, Confident Space, Ladder Safety, Fall Protection, Indigenous Cultural Safety Training, Pandemic Awareness Training.

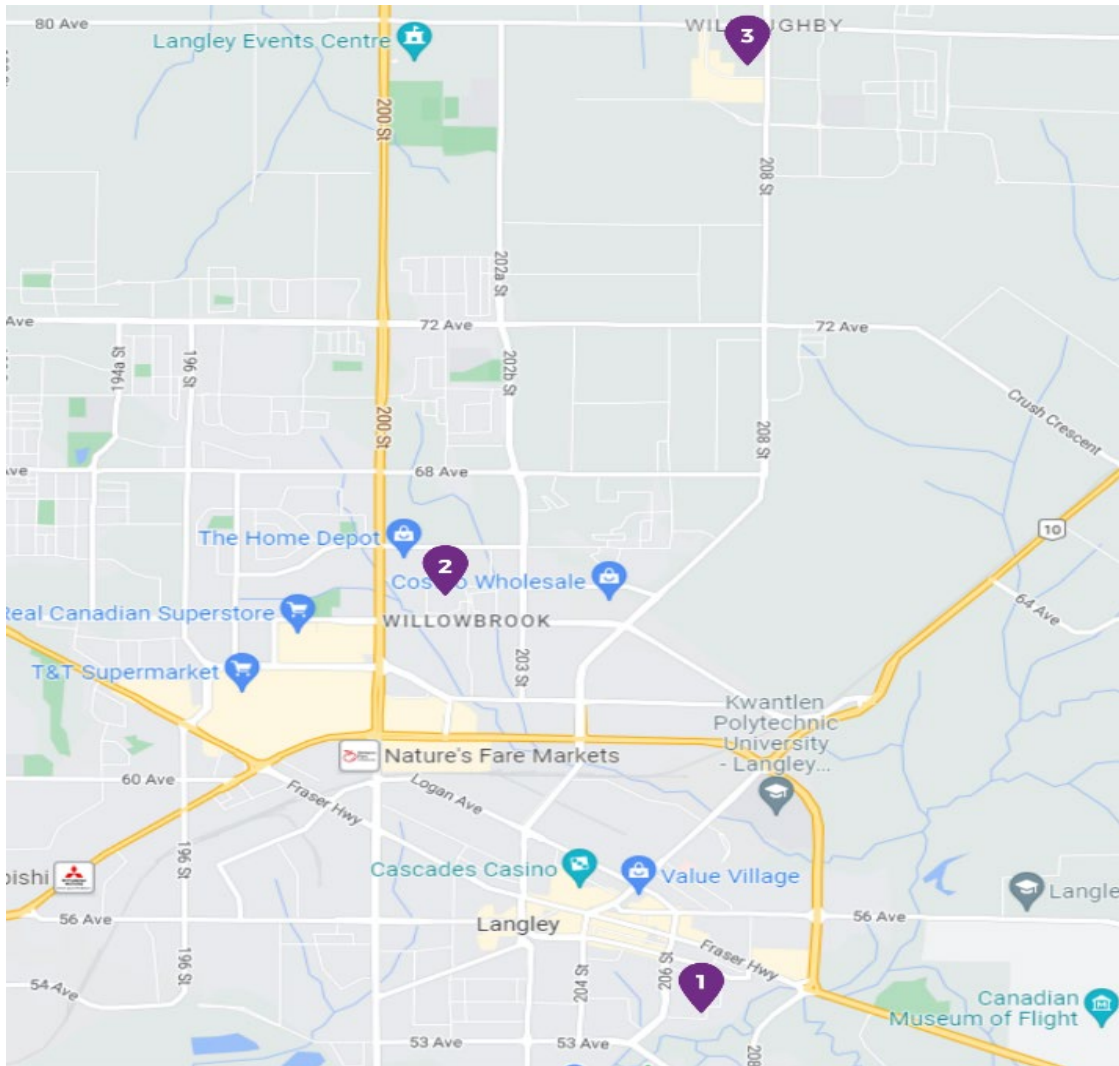
Intercultural Supports for Student Learning Program (ISSLP)

ISSLP is a 6-week program that meets the unique needs of diverse youth population to return to school, complete high school, upgrade high school credentials, and/or enter into post-secondary education or skills training to continue their studies and prepare for future success. This program is in partnership with PICS.

- The program started on September 26, 2022 and finished on March 31, 2023. We anticipate continuing this program
- The program includes the following certifications, trainings and services: Digital Literacy (workplace computer skills), Email and Telephone Etiquette Training; Digital Media and Social Media Marketing Training; Short Term Occupational Certifications - OFA Level 1, WHMIS, Food Safe 1, Super Host and Serving it Right; Employment Skills and Personality Development trainings – Resume, Cover Letter and Interview skills, Diversity and Inclusion Training, Conflict Resolution, Networking Skills, Self-image & Self-Esteem training, Motivation and Goal-setting training etc.; Individualized and customized action plans

ALL PROGRAMS ARE FREE SERVICES

2023/2024 Program Successes + Achievements



1: Main Office; 2: Welcome Centre 3: Family Place North

Langley Community Services Society



GET IN TOUCH

General Enquiries: tel: 604-534-7921 fax: 604-534-3110

Administration: tel: 604-533-7989 fax: 604-534-9884

Child Care Resource & Referral: tel: 604-533-4425 fax: 604-533-1121

Community Counselling: tel: 604-534-7921 fax: 604-534-3110

Early Learning Program: tel: 604-534-7921 fax: 604-534-3110

Legal Advocate Services: tel: 778-574-4119 fax: 778-366-0703

Family Place Resource Program: tel: 604-534-7921 fax: 604.534.3110

Family Success Program: tel: 604-534-7921 fax: 604-534-3110

Settlement & Integration Services: tel: 604.534.7810 fax: 604.534.311

Parent Outreach & Education: tel: 604-534-7921 fax: 604-534-3110

Substance Use Services: tel: 604-534-7230 fax: 604-534-1832

ICMT (Intensive Case Management): tel Team: 604-209-0023 tel Office: 604-546-9044

fax: 604-514-1419

