



sources

COMMUNITY RESOURCE CENTRES

ANNUAL REPORT

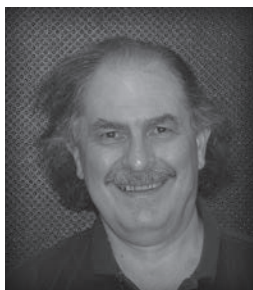
APRIL 1, 2011 - MARCH 31, 2012

“social
wellness
for our community”

Board of Directors - 2011-2012



Marjorie Mooney
President



Bob Dominato
Past President



Harry White
Vice President



Judy Forster
Secretary



Steve Jackson
Treasurer



Kyle M. Baillie



Barbara Baydala



Jayson Burden



Senga Fullam



John Haviland



Gary Hollick



Lori Nygaard



Karen Philipchuk



Pat Sales

Table of Contents

BOARD OF DIRECTORS - 2011-2012.....	2
GROWING OUR RESOURCES.....	4
THE YEAR IN REVIEW.....	6
Message from the CEO	
Message from the President	
CLIENT DEMOGRAPHICS.....	8
FUNDING PARTNERS.....	9
ADVOCACY SERVICES.....	10
Poverty Law Program	
Mental Health Consumer Advocacy Program	
Homelessness Prevention Program	
Disability Support Program	
CHILD & FAMILY SERVICES.....	12
Family Services	
Children & Families	
Family Connections Centre	
Positive Behaviour Support	
Child and Family Mental Health	
Fetal Alcohol Spectrum Disorder Keyworker	
COMMUNITY SERVICES.....	14
Surrey Rent Bank	
Food Bank	
Volunteer Services	
COMMUNITY LIVING SERVICES.....	16
Archway House	
Chestnut House	
Family Care Homes	
Georgia House	
Primrose Centre	
Stayte House	
COMMUNITY INCLUSION SERVICES.....	17
Crossroads Day Program	
Life Skills Resource Centre	
Ventures Day Program	
COUNSELLING & ADDICTION SERVICES.....	18
Addictions	
Counselling	
EARLY CHILDHOOD DEVELOPMENT SERVICES.....	19
Infant Development Program	
EMPLOYMENT SERVICES.....	20
Cloverdale Employment Resource Centre	
Women in Sustainable Employment	
Women's Empowerment Program	
ESSENTIAL SKILLS SERVICES.....	21
Workplace Essential Skills Training	
Project Comeback	
YOUTH, SENIORS & WOMEN'S SERVICES.....	22
Child and Youth Mental Health	
Winter House	
Youth Justice	
Seniors	
Women	
FINANCIAL STATEMENTS - AUDITED.....	24
Balance Sheet	
Statement of Revenues & Expenses	

We are growing our resources...



For more than thirty years, Sources Community Resources Society has developed programs to meet the evolving needs of the communities we serve. Through a wide range of services, we offer resources for individuals and families from infants to seniors, as well as professional resources including training and volunteer recruitment.

With a mission to promote social wellness for our community, we strive to be a source of support for those coping with isolation, addiction, poverty, disability and conflict. We also serve as a source of encouragement for individuals and families making positive changes in their lives.

Sources Community Resources Society serves individuals and families throughout the lower mainland and northern British Columbia. Our programs operate out of a number of facilities including nine Community

Resource Centres located in White Rock, Surrey, Delta and Prince George. Our commitment is to be a source of support to promote social wellness for our community. To volunteer or to donate, contact info@sourcesbc.ca.



...to better serve our community.



David Young
CEO

Message from the CEO

The 2011-12 Fiscal Year has been another exciting year for Sources.

In January of 2012, we had the honor of welcoming the South Fraser Women's Services Society (SFWSS) to the Sources family. Sources has a long history of mutuality of concern for community, as well as collaboration with SFWSS on a range of services dealing with issues of food and income security, homelessness and abuse. Together we will be better able to expand our scope to improve support for women in our community. In March, we held the official opening of the Sources Women's Place, which was well attended by representatives of the community. We were the recipients of a \$10,000 award from BC Lions Quarterback Travis Lulay, which marked the beginning of our social housing fund. I am delighted that we have been able to appoint former SFWSS Executive Director Denise Darrell as our first-ever Director of Women's, Seniors and Community Services.

Thanks to the leadership of Employment and Community Services Director Dan Scott, our community partners and the rest of the Sources team, we were successful in our proposals to the Ministry of Social Development to deliver employment services in both Cloverdale and South Surrey/White Rock. This culminated in the re-opening of an employment centre in White Rock after an absence of many years. In addition we are pleased that we will be providing specialized employment services (Sources Empowerment Services) out of our Newton Community Resource Centre for all of Surrey and White Rock.

I am also grateful for the leadership of the rest of our Senior Management Team: Edi dePencier, Chief Financial Officer; Kelly Ridding, Director of Community Living Services; Howard Schein, Director of Children, Family and Counselling Services; Jan Armstrong, Director of Human Resources Development; and Sandra Fetterly, Director of Program Development. They provide stellar program direction and expertise, and are responsible for leading and supporting our staff and volunteers to achieve excellence in our community service.

It has been my privilege to work with a dedicated, passionate, and caring Board of Directors over the past year. It is with regret that I bid farewell to John Haviland, Marjorie Mooney and Barbara Baydala, each of whom has been tremendously supportive to me and our agency's work.

The true measure of our agency's efforts to promote social wellness for our community rests in the day-to-day work of all of our skilled, compassionate and diligent staff and volunteers. The results they achieve in working collaboratively with our clients and with others in the community are remarkable. Their goals are focused towards helping individuals feed their families, gain new knowledge and skills, find employment and housing, overcome issues of disability, poverty and addiction, reunite with family, reconnect with the community, and ultimately find hope, purpose and a true sense of belonging. These are the individual success stories that inspire and motivate all of us. I thank them for their service.

On behalf of all of our staff and volunteers, as well as myself, thank you for your support and encouragement over the past year. It truly makes a difference for all of us. We look forward to continuing to serve our community.

Yours truly,

A stylized, handwritten signature in dark ink, appearing to read 'David Young'.

David Young,
Chief Executive Officer

Message from the President

Since this is my swansong as a director and as chair, I have a chance to reflect on my time on the board. It is remarkable how quickly 10 years can pass, and how much can be accomplished in that period of time.

I joined the Board of what was then known as Peace Arch Community Services in the fall of 2002. I was recruited to the Board by directors Diane Middler and Bob Dominato. The first meeting I attended was held at the premises of what was then known as Specialized Adult Services, now known as Sources Life Skills Resource Centre. The society had an annual budget of \$5.3 million.

I spent my first year on the Board sorting out the various acronyms that came trippingly off the tongues of management and the more experienced board members, trying to get a grip on the funding of the organization and on its many and varied services. Meetings were held at Specialized Adult Services, Archway House, Winter House, the Family Connections Centre and at its management offices at the Maple Street location, to better orient the Board members. I soon came to realize that I had no idea of the broad range of services offered by Peace Arch Community Services.

As a mid-level social services organization, Peace Arch Community Services was then at a crossroads: how to move into the future as a viable social services organization serving ever growing needs in an era of precarious funding.

Fast forward to September of 2012. After much soul-searching by the board, the name was changed from Peace Arch Community Services to Sources Community Resources Society. As a result of some very strategic and inspired amalgamations with other social service organizations - Gateway Services to Persons with Autism, Newton Advocacy Group Society and the South Fraser Women's Services Society - the programs offered by Sources have grown to add services to persons with autism, to seniors, to women, and programs offering poverty and housing initiatives. Sources' management offices are located in beautiful downtown White Rock. The budget has grown to \$15 million. Sources is thriving.

Happily, some things have not changed - the standards of excellence in the organization, the dedication of the staff and volunteers, the commitment of the board to the success of the organization, the vision of our community as a place made better by the existence of Sources. All of this remains intact.

There will undoubtedly be ongoing challenges for Sources, but I know that Sources is up to it.

I would like to thank the very skilled and dedicated directors and staff that I have worked with over the years for their hard work and moral support. Best wishes for your future success.



Marjorie Mooney
President

Marjorie Mooney
President

Client Demographics

Clients Served

Sources provides services to a variety of individuals through a wide range of programs. Many clients access intensive services which take place over the course of days, months, and even years. Others access less intensive services on an occasional or one-time-only basis. Given the significant differences in resources involved in providing these two levels of service, we have separated these two groups in the annual totals below.

8,117

CLIENTS SERVED

8,159

ADDITIONAL CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

DEMOGRAPHIC	BREAKDOWN	NUMBER OF CLIENTS SURVEYED	PERCENT OF CLIENTS SURVEYED
Gender	Male	1,489	52%
	Female	1,359	48%
Age	Infants 0-3	383	29%
	Children 4-12	139	11%
	Youth 13-18	242	19%
	Adults 19-59	480	37%
	Seniors 60+	59	5%
Language Spoken at Home	English	913	87%
	Punjabi	63	6%
	Korean	15	1%
	Mandarin	39	4%
	Other	22	2%
Area of Residence	White Rock	209	14%
	South Surrey	366	24%
	North Surrey	532	35%
	Cloverdale	207	14%
	Delta/Tsawwassen	62	4%
	Northern BC	65	4%
	Langley/Fraser Valley	49	3%
	North Fraser	31	2%

“social
wellness
for our community”

Special Thanks to Sources' Funding Partners

Thank you to our generous funders who help make Sources possible!

- Community Living British Columbia
- Ministry of Children and Family Development
- Ministry of Social Development
- Fraser Health Authority
- Human Resources and Skills Development Canada
- United Way of the Lower Mainland
- BC Housing
- City of Surrey
- Corporation of Delta
- City of White Rock
- Law Foundation of BC
- Donations and grants from community individuals, businesses, service clubs, churches and foundations.



Sources 2012 Milestones at a Glance



Sources Women's Place
South Surrey



Sources Newton Resource Centre
Surrey



Sources WorkBC Employment Services Centre
White Rock

Peace Arch Resource Centre	Women's Place & Concierge Services	Prince George Resource Centre	Newton Resource Centre	Ladner Resource Centre	WorkBC Employment Services Centres
882 Maple St. White Rock, BC V4B 4M2 T: 604-531-6226 F: 604-531-2316	15318 20th Ave. Surrey, BC V4A 2A2 T: 604-536-9611 F: 604-536-6362	201-1600 3rd Ave. Prince George, BC V2L 3G6 T: 250-561-1194 F: 250-561-1195	205 -13588 88th Ave. Surrey, BC V3W 3K8 T: 604-596-2311 F: 604-596-2319	4807 Georgia St. Delta, BC V4K 2T1 T: 604-946-0401 F: 604-946-8429	208 -1461 Johnston Rd. White Rock T: 604-542-7590 101 - 5783 - 176A St., Cloverdale T: 604-576-3118

For more information on Sources Community Resource Centres, please visit: www.sourcesbc.ca
or like us on Facebook: Sources Community Resource Centres



We are a source of support to individuals and families coping with isolation, addiction, poverty, disability and conflict.



Advocacy services assist individuals and families living on limited income who are dealing with multiple barriers such as homelessness, poverty, unemployment, under employment, mental illness, and physical disabilities.

Clients include refugee claimants, immigrants, women fleeing violence, victims of abuse, aboriginal people, youth, seniors, and single parents. Our advocacy and outreach workers help people access food and shelter, community resources, mental health and addiction programs, and medical services.

Support services to access and maintain financial resources such as income assistance, employment insurance, provincial disability, and federal disability benefits are also available.

Poverty Law Program

321 DIRECT SERVICE CLIENTS + **751** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

This Law Foundation funded program had 1,004 requests for services this year with approximately one third of these requests turned into direct one-to-one service. An important highlight for this year was the increased capacity of this program to serve clients in languages other than English. With the hiring of a Punjabi-speaking advocate and through partnerships with PICS and Options, the program served 204 clients in other languages.

Mental Health Consumer Advocacy Program

886 DIRECT SERVICE CLIENTS + **752** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

This year, the Mental Health Consumer Advocacy Program had over 1,400 requests for service. Addressing this great level of need, staff made a total of 66 visits to mental health offices in the region and provided one-to-one advocacy for people living with mental illness. A further 215 service providers and clients from the region's mental health offices and club houses received information on income assistance, residential tenancy, and federal income programs.

Homelessness Prevention Program

395 DIRECT SERVICE CLIENTS + **885** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

This program saw the success of 21 hard to house and cyclically homeless individuals who obtained and maintained housing this year for more than 90 days – 3 individuals having been homeless in excess of 15 years. Another amazing case was of a woman with a mental health illness living in her car with her eight year old son who had not been to school in months. With the outreach worker's support, the woman received appropriate medication and housing, and her child is back in school.

This program also assisted 44 newly homeless people to get back into housing and maintain the housing. An additional 294 individuals received help with evictions and denial of income assistance and disability benefits.



For you

or someone

you care about:

seek help,

volunteer,

donate.

Disability Support Program

270 DIRECT SERVICE CLIENTS + **403** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

While all of the advocacy programs assist with disability related matters, due to the extremely high requests for service in the area of disability, the Disability Support Program focuses specifically on assisting people with physical disabilities to apply for or appeal the denial of provincial disability benefits. Through workshops, clients are guided through the application process. For those unable to navigate the workshop, one-to-one support is provided. As needed, the advocate in this program also provides service for multi-barrier clients at partner sites.

Staff continue to receive numerous requests for assistance with disability benefits through the provincial income support program (income assistance). Because of this continual high request for service we have a specialized disability support advocate to provide direct one-to-one assistance in accessing the Person with Disabilities benefits.

Homeless people in our community are able to get back into housing every year, thanks to the assistance they receive from Sources Homelessness Prevention Program...

...dedicated to promoting
"social
wellness
for our community"

sources
COMMUNITY RESOURCE CENTRES

For you or
someone you care about
www.sourcesbc.ca
SEEK HELP | VOLUNTEER | DONATE



*We are a source
of help, a source of
encouragement, and a
source of hope.*

Family Services

192 DIRECT SERVICE CLIENTS

The number of families accessing these services increased once again this year – largely due to the hard work and innovations of program staff who continually evaluate and adapt services to meet the needs of families. Groups have become a stable part of the service delivery model as they serve more individuals and have the added feature of peer support when appropriate. Groups offered this year included an eight-week parenting group focusing on mindful parenting and attachment; a ten-week anger management group for women; two six-week self-esteem groups for girls; a four-week group for girls focusing on anger, anxiety, and separation; and various other group therapy sessions focusing on topics such as trauma, grief, and post-traumatic stress disorder.

Again this year, Family Services hosted training on disorganized attachment by Dr. Diane Benoit. The training was widely attended by members of the community.

Family Services also participated in a special project in collaboration with Sources Infant Development Program. “Play with Me” provided playgroups, attachment therapy, and a stress management group for women.

Children & Families

Sources provides a number of services that are funded by the Ministry for Children and Family Development (MCFD) and that directly benefit families. These programs are by referral only, except for the Fetal Alcohol Spectrum Disorder (FASD) Keyworker Program, which accepts referrals from the community as well.

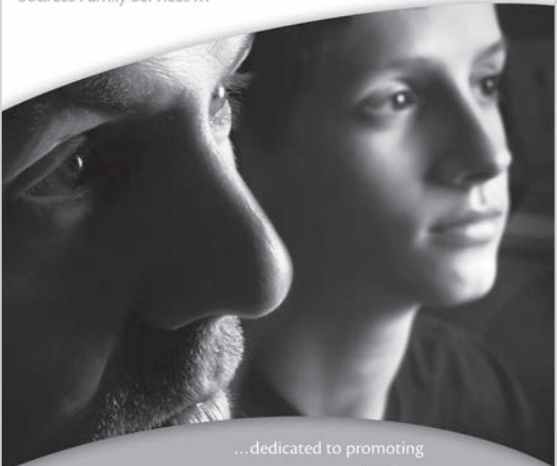
Services are provided throughout the lower mainland both in the community (outreach) and in-office. Individual and family needs can include family reunification, children with autism or other pervasive developmental disabilities, and mental health issues.

Family Connections Centre

69 DIRECT SERVICE CLIENTS
FROM 20 FAMILIES SERVED

The Family Connections Centre served 13 families through the residential program and 7 families through the outreach component. As well as the changes in service which emerged from the introduction of the pre-intake component, staff noted and responded to additional client needs by supporting families over the phone. Formal expansion of this aspect of service will be further explored in the coming year.

Reunited at last, through a therapeutic process that helped them build empathy and mindfulness, with the support they received from Sources Family Services ...



...dedicated to promoting
“social
wellness
for our community”

sources
COMMUNITY RESOURCE CENTRES

For you or
someone you care about
www.sourcesbc.ca
SEEK HELP | VOLUNTEER | DONATE

Positive Behaviour Support

162 DIRECT SERVICE CLIENTS + **53** TRAINING PARTICIPANTS

The PBS North program noted dramatic changes in service as a result of a change to the service model last year. Families served more than tripled and wait times declined from up to two years to less than eight months. This year, two Social Thinking Groups for youth with autism launched, providing clients with direct instruction and practice in social rules that support positive behavior and social engagement.

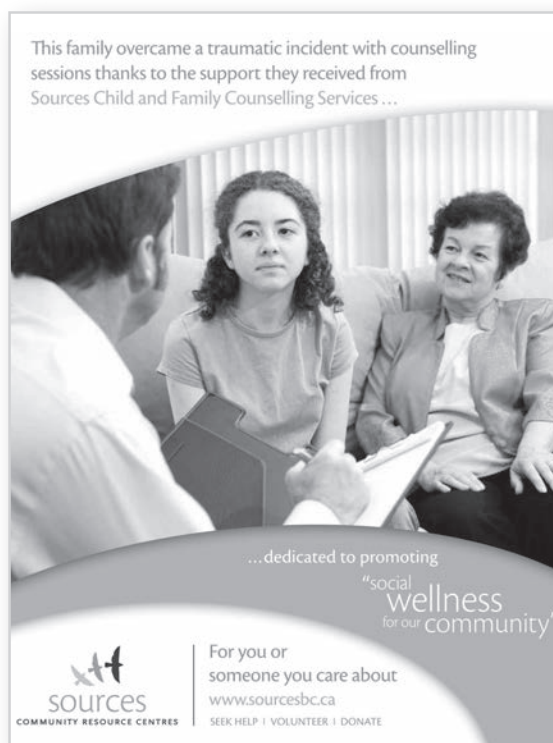
The PBS lower mainland program also enhanced services by expanding training for families to include the functions, reinforcement, and consequences of behaviours for the purposes of prevention and management of crises.



Child and Family Mental Health

78 DIRECT SERVICE CLIENTS

Staff in this program saw an increase in clients this year – the largest increase in the therapist's caseload. This position saw an increase from 9 families (25 individuals) last year to 21 families (52 individuals) this year. An additional 26 individuals accessed outreach services, and 10 children received group services with an offering called "Friends for Life" – a collaborative effort between Sources, MCFD, and School District 36. Intended to offer a revolving series of groups throughout the year, the program provides early intervention to children in the community (referrals can be from schools, individuals, MCFD) with particular focus on anxiety and some of the secondary behavioral difficulties that arise out of the condition.



*For you
or someone
you care about:
seek help,
volunteer,
donate.*

Fetal Alcohol Spectrum Disorder Keyworker

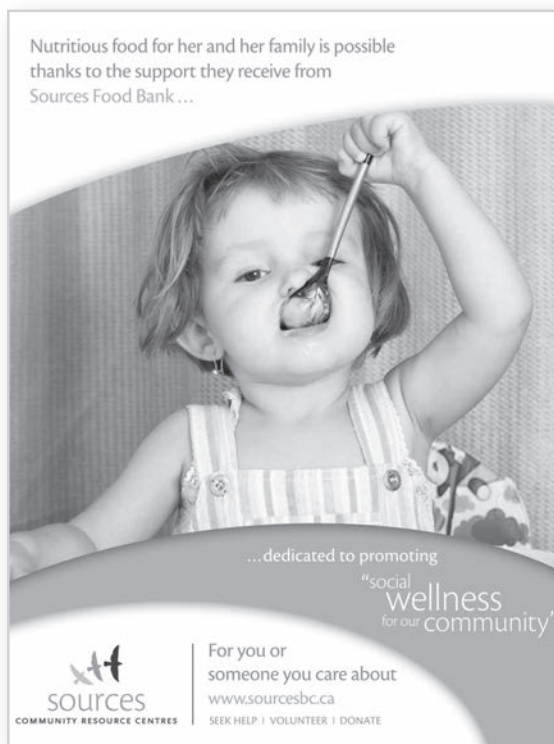
11 DIRECT SERVICE CLIENTS

Now modeled on Positive Behaviour Support principles and practices, the Fetal Alcohol Spectrum Disorder Keyworker works with participants to develop plans based on desired behavior change and implements the plan with the support and involvement of caregivers and others.

The Fetal Alcohol Spectrum Disorder Keyworker also continues to provide education, advocacy, information, and connections to community resources including parent support and networking.



"I look forward to my Tuesdays at the Food Bank. I'm glad of the opportunity to give back, and I enjoy the social contact of my team members. I feel humbled that I could be on the other side of the counter."



Surrey Rent Bank

45 DIRECT SERVICE CLIENTS + **315** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

The Surrey Rent Bank (SRB) promotes housing stability and prevents homelessness by providing short-term loans to individuals living on a low income. In 2011, the SRB received more than 800 inquiries and provided 45 loans which assisted 100 individuals (including 38 children) with housing stability. To date, borrowers have repaid more than \$20,000 in loans, and 77% have maintained housing for the 6 - 12 months tracked by the program.

Borrowers of the SRB also receive financial literacy support by way of budget reviews, workshops, and individual counselling. Clients who do not receive loans are referred to other programs or service agencies. When possible, the SRB also provides advocacy and support for clients to access government resources.

Awareness of the services delivered by the SRB has greatly increased with referrals now coming in from government services, individuals, other service agencies, and landlords. Furthermore, the SRB has been involved in the development and promotion of rent banks province wide.

Food Bank

1,696 DIRECT SERVICE CLIENTS

With the help of a small group of dedicated staff, 130 volunteers (volunteering 11,334 hours), and donations totaling \$231,584 and 147.5 tons of food and supplies, the Food Bank marked this year with many noteworthy events and activities. Despite a major loss to the program – with the retirement of the Food Bank's long-time manager and supporter – volunteers distributed almost 14,000 food hampers and 7,000 school lunches.

Food Bank staff, volunteers, clients, and other stakeholders also worked closely with a local artist in the making of "Balancing Act" – a short film featuring Sources Food Bank which challenges stigmas associated with food bank use and highlights the role food banks serve in some people's lives and in the community. The program also engaged various partners to implement special projects such as Fraser Health to provide monthly clinics; BC Hydro to provide energy kits; and the Salvation Army to provide seasonal support to community members. Additionally, the Food Bank continued with its community garden and provided a "Salad in a Pot" gardening class for clients.

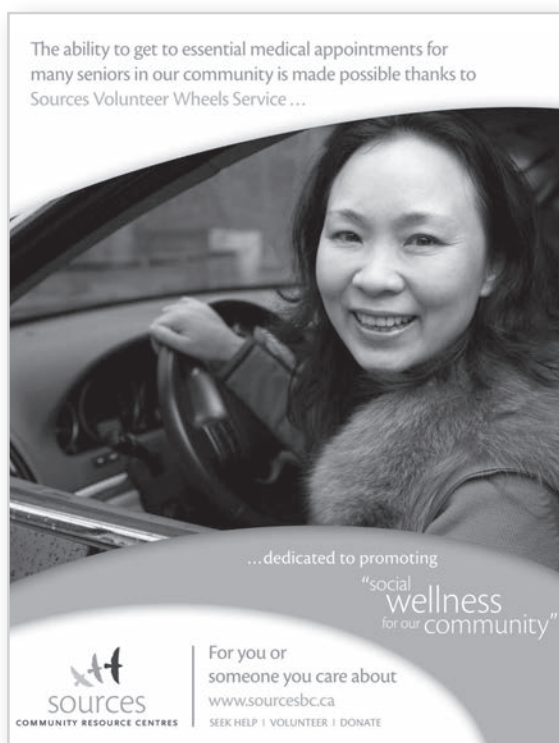
Volunteer Services

759 DIRECT SERVICE CLIENTS

The most significant growth in Sources volunteer programs this year was the expansion of the Dental Clinic to include a preventative (hygiene) component.

Sources volunteers continue to receive requests for dental care from eligible members of the community and to coordinate the appointment schedule for the group of dentists who provide this important service.

Other services, including Shop-by-Phone, Volunteer Wheels, Income Tax, and the Volunteer Centre also continue to operate with the efforts of only a couple of paid staff and more than 300 volunteers who gave upwards of 19,000 hours of their time.



The benefits of volunteering go beyond services to clients and the community. Here is what some of our volunteers say:

"Volunteering helps me get out and about and meet people."

"It is a good feeling that I'm helping others less fortunate."

"Volunteering has given me a new self-confidence and self-worth."



Sources received a Grant from the Surrey Community Foundation to produce and distribute over 80 car decals to be featured by Volunteer Drivers participating in Sources Volunteer Wheels Program

*For you
or someone
you care about:
seek help,
volunteer,
donate.*

A letter of acknowledgement for Sources Community Visitors:

Mom and Dee hit it off right away. Mom likes Dee very much and really enjoys her company.

Dee visiting and reading brightens her day, and every week after they've been together she talks about it to everyone.

Mom never has to be reminded about Mondays and that Dee is coming. It has made a world of difference for both Mom and me. I'm so pleased she has made a friend and that she is back to reading books she enjoys.

Thank you and Sources very much. My family, Mom and I are grateful that this service is available. Volunteers are a special group of people that are rare and deserve to be acknowledged at every turn.



RESIDENTIAL CARE CENTRES

Family Care Homes

12 DIRECT SERVICE CLIENTS

The home share program continues to grow each year. This year, three additional clients were placed and two new providers were recruited.

Georgia House

5 DIRECT SERVICE CLIENTS

Georgia House noted some significant improvements with respect to clients' challenging behaviours this year.

Two residents in particular showed a dramatic decrease in the number of incidents requiring physical intervention – the client with the most challenging behaviours in the past having no

significant crises this year, and the client with the second highest incidents in the past

reducing the number of crises by 60% in the last year. These changes are attributed to careful

monitoring and modifying of programming and (in some cases) medication. Upgrades to the facility also

made for positive changes at Georgia House.

Primrose Centre

5 DIRECT SERVICE CLIENTS

Primrose Centre clients continue to demonstrate an increasing level of integration and stability in the community. Overall, staff have noted significant increases in clients' involvement in the community and decreases in client-related incidents – one resident showing a 44% decrease from last year.

Stayte House

4 DIRECT SERVICE CLIENTS

Stayte House has been home to the same four individuals for more than 20 years now. Despite ongoing challenges with aging and health and the rising costs of living, the program and residents continue to be stable fixtures in the community. To assist with some of the cost pressures, the program continues to raise funds (\$1,600 this year) for client vacations through FundScript gift card sales. Convergent Technologies also continues to assist the program with general maintenance and necessary upgrades during their annual Convergent Day.

Sources

Community Living

Program provides

assessments,

personalized

one-on-one life

skills training and

support to assist

clients to live more

independently.

Archway House

3 DIRECT SERVICE CLIENTS

Archway House continues to respond to the growing medical needs of its three long-term residents. Despite the challenges these needs pose to residents' daily routines and community and social engagement, this year staff successfully reintroduced two residents to activities at Sources Life Skills Centre. In addition, residents have all maintained family contact, and one resident was introduced to a music therapy program which has improved his social engagement and addressed some behavioural challenges.

Chestnut House

4 DIRECT SERVICE CLIENTS

Chestnut House was faced with staffing challenges and client health issues this year; however it continued to make some gains. Most importantly, the number of behavior-related incidents decreased for all residents. Some much-needed upgrades to the home and equipment were also completed.

Crossroads Day Program

9 DIRECT SERVICE CLIENTS

Crossroads Day Program enjoyed a year full of individual achievement and incremental program development. As a highlight, one client obtained regular employment at a local grocery store and completed a high school Dogwood Certificate. Other clients are also working on job skill development, and it is hoped that in the coming year staff will be able to bridge these clients' development into paid work in the community. The recent creation of a part-time employment counselor position should further assist in providing specialized support for clients in their employment interests.

Life Skills Resource Centre

151 DIRECT SERVICE CLIENTS + 600 SPECIAL EVENT PARTICIPANTS

The Life Skills Centre, having more than doubled in size in the last five years, continues to expand and adapt to the growing and changing needs of the service population. In addition to offering core services of a day program, life skills support, and the "Events Unlimited" performance group, the program offers a variety of drop-in-programs designed to address a wider range of needs and interests of clients. These services include a social group, a self-advocates group, human relations classes, and community kitchens.



Sources garden planted and maintained by the Day Program participants

*For you
or someone
you care about:
seek help,
volunteer,
donate.*

Ventures Day Program

9 DIRECT SERVICE CLIENTS

Ventures Day Program saw significant reductions in client incidents related to aggressive or disruptive behavior and the use of restrictive techniques to manage behaviours of clients in crisis. Increased emphasis on individual approaches versus generalized strategies is believed to be a major contributor to this reduction, as well as ongoing training and close monitoring of incidents with a focus on using the least restrictive and most supportive approach. Along with this reduction in challenging behaviours came an increased ability for clients to be active in the community through fitness, recreational, work, and volunteer activities. Additionally, with one staff member's recent training in supported employment, it is hoped that relationships with local businesses can be expanded and enhanced, with the ultimate goal of providing an appropriate job match for one or more clients.

Living on his own with Autism at Sources Chestnut House thanks to the ongoing support he receives from Sources Autism Services ...

...dedicated to promoting "social wellness for our community"

sources
COMMUNITY RESOURCE CENTRES

For you or someone you care about
www.sourcesbc.ca
SEEK HELP | VOLUNTEER | DONATE

Counselling & Addiction Services



64% of Addiction Services' clients indicate significant and reliable change in their individual, interpersonal, and social well-being.

Addictions

513 DIRECT SERVICE CLIENTS + **1289** PRESENTATION PARTICIPANTS

Addiction Services noted an increase of 45 clients this year compared to the same period last year. This increase is attributed to a change in marketing strategy and collaborative efforts with key community partner organizations.

This year, staff also completed full implementation of the Feedback Informed Therapy or F.I.T. Backed by years of research and feedback from tens of thousands of clients, F.I.T. is a process in which the consumer is actively engaged in their treatment on a session by session basis. The therapeutic relationship is paramount in this model, and outcomes include reduced drop out and progress noted earlier in the therapy process.

The Addictions Program Manager also facilitated several Core Addiction Practice training sessions to professionals which introduced concepts and practices to enhance the substance use system. Compensation for this training was provided to the Addictions program by the Federal Drug Treatment Funding Project and was, in turn, used to fund the outcome measurement software for the Feedback Informed Therapy.

Addictions staff also hosted an event at Kwantlen Polytechnic University called "Plugged In and Tuned Out", regarding addictions to technology. The event drew more than 70 members of the community.

Six brief substance use awareness videos were also produced and posted on a new YouTube channel entitled "Wisdoms from the Jas-Man." The series is a collection of the most impactful stories and messages from an Addiction Services' Youth Counsellor and Prevention Specialist.

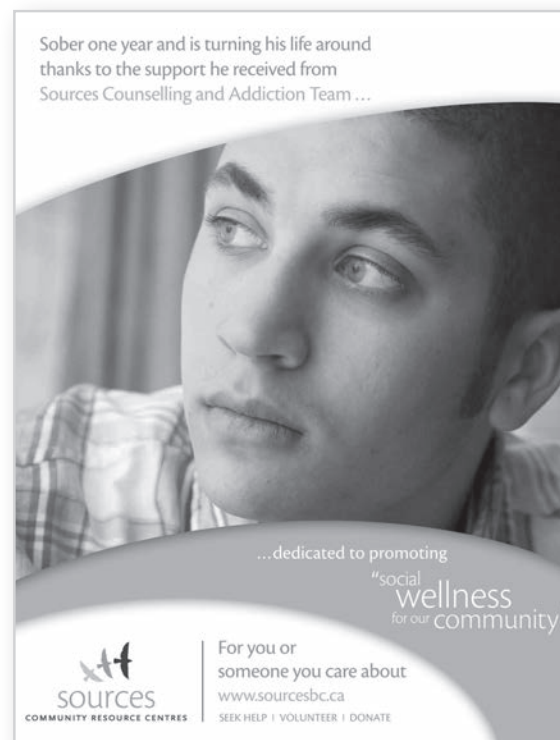
Counselling

250 DIRECT SERVICE CLIENTS + **40** GROUP PARTICIPANTS

The Feedback Informed Therapy model was also adopted in the fee-for-service counselling program. This approach allows counsellors to discuss possible changes in the clinical approach in the early stages of counselling which has been shown to increase client retention and improve outcomes.

Under this new service model, 67% of clients indicated significant change in their individual, interpersonal, and social well-being.

Using donations from past group participants, 2 Stress-Less More Balanced groups for women were offered this year. This group remains highly popular, running large wait lists when advertised.



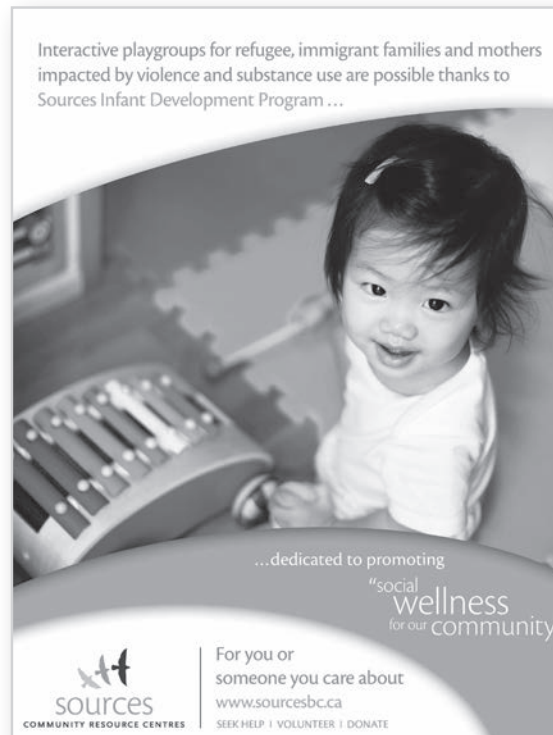
Infant Development Program

736 DIRECT SERVICE CLIENTS + **1,891** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

The family is the primary focus of services in the Infant Development Program (IDP), and the home is the centre around which programming is built. The aims of the program are to help parents to make optimum use of available services, enlarge their knowledge of factors pertinent to the overall growth and development of their child, and learn skills which enable them to encourage their child's development.

The number of families waiting for ongoing IDP services gradually increased over the year. On average, 150 families were waiting for service each month. Following the implementation of the first phase of changes to services to address the wait list – including an initial on-site consultation, prioritizing the youngest babies, and closing children at age three – staff noted a 6% increase in discharges from caseload (freeing up some space for children on the wait list) and a 40% increase in closures from the wait list (further reducing wait times).

.....



*For you
or someone
you care about:
seek help,
volunteer,
donate.*

The IDP also took the lead in two special projects this year. The Pathways to Competence Parenting Program was a collaborative effort between IDP and Sources Child and Youth Mental Health program, with funding from the Heart of Variety Fund. The project targeted high risk families with children under 6 years and focused on increasing parenting skills and satisfaction.

The Play with Me Attachment Playgroups, funded by the United Way Community Innovations Grant, provided interactive playgroups for refugee and immigrant families and mothers impacted by violence and substance use.

100% of parents who responded to the post-service survey indicated that IDP increased their ability to help their children learn.

This year brought a number of unprecedented challenges in employment services. In March of 2011, the Ministry of Social Development (MSD) issued a Request for Proposals (RFP) for a new Employment Program of British Columbia (EPBC). The new model comprised a totally different method of contracting with organizations and businesses providing employment services and supports.

To begin with, this new model reduced the number of contracts from approximately 300 to 73 while, at the same time, increasing the responsibilities and risks faced by contractors. The successful contractors were also required to form business partnerships within their catchment areas and ensure that these partnerships provided a full continuum of employment services to all members of the community. Financial administration also became more complex with the addition of billings and payments to service providers, payments for all services and supports purchased for clients (including training costs), payments to employers for work placements and wage subsidies, and payments to clients for financial supports.

Sources was successful in navigating the very rigorous RFP process and, in December 2011, was awarded contracts in the Surrey/Cloverdale catchment and in the South Surrey/White Rock catchment. January through March were months of transition for the Society and the staff of Sources Legacy Employment Services. New staff members were hired and a new location was secured in White Rock. On April 2, 2012, two new resources opened for residents of White Rock, South Surrey, and Cloverdale – Sources WorkBC Employment Services Centre Cloverdale and Sources WorkBC Employment Services Centre South Surrey/White Rock.



All Sources, we believe that social wellness involves every aspect of our lives – including our employment. Employers and workers alike have the need for and the right to a happy, healthy, and productive workplace.

Cloverdale Employment Resource Centre

668 DIRECT SERVICE CLIENTS + **770** CLIENTS ACCESSING SHORT-TERM SERVICES/RESOURCES

The Cloverdale Employment Resource Centre was presented with a number of challenges this year – the greatest of which was the redesign of employment services described above.

Not only did this result in great uncertainty for staff and clients, but (paired with the lowest unemployment rate since the start of the contract in 2009), it also led to significantly lower numbers of clients accessing the centre than in previous years.

At the end of March 2012, the Cloverdale Employment Resource Centre completed its contract and re-opened April 2nd under the new service model and contract along with the new South Surrey/White Rock Centre.

Women in Sustainable Employment

290 DIRECT SERVICE CLIENTS

A six-week program for women dealing with past abuse or other barriers to employment, Women in Sustainable Employment (WISE) recruited 1,021 individuals this year – with 290 participating in the six-week program; 232 completing the full program; and 81 obtaining employment (as of March 2012).

Due to the restructuring of employment services in BC, which led to the closure of the program at the end of the fiscal year, complete follow-up employment statistics are not available.

Women's Empowerment Program

51 DIRECT SERVICE CLIENTS

This six-month bridging program funded by the Ministry of Social Development came to an end on March 31, 2012 when the new Employment Program of British Columbia was rolled out by the ministry.

The program assisted 51 women who had experienced abuse and wanted to make positive changes in their lives. They attended workshops on personal development, life skills and conflict resolution, and were supported one-to-one for an effective job search.

The Communities for Literacy initiative was established by Sources to address the need for sustainable employment-based support for literacy and essential skills from a community perspective. Our approach has aimed to address both workforce shortages and skill deficiencies by supporting employers to incorporate skill development into the workplace. In this way, individuals may obtain, maintain, and augment employment while simultaneously upgrading their literacy and essential skills (LES). Because of its community foundation, this initiative also offers local relevance, sustainability, and adaptability for other communities.

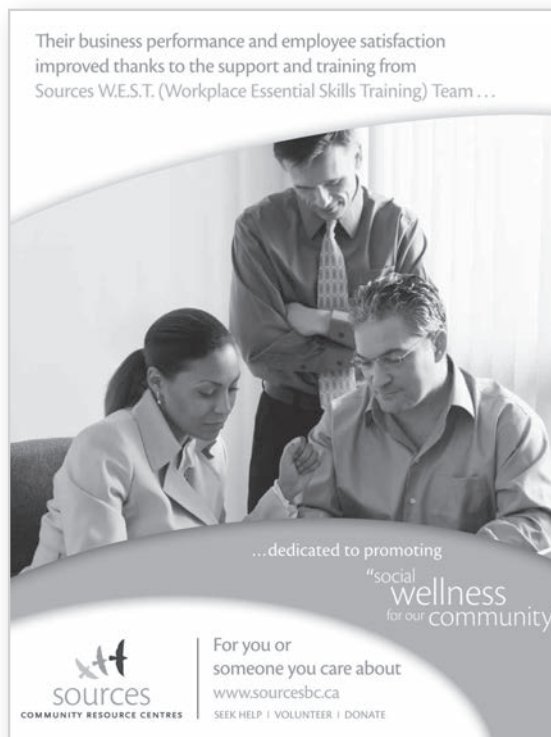
Workplace Essential Skills Training

55 DIRECT SERVICE CLIENTS

The Workplace Essential Skills Training project (WEST) evolved as an innovative human resource practice that is designed to provide job-focused training to employees. The WEST initiative is results-oriented and supports employees by designing training that enhances workplace-specific skills. The WEST mission is to create new models for local businesses which embed Workplace Essential Skills into their training and development plans – programs that not only train and develop employees but also empower them.

The WEST project provided services to 3 employers this year. Approximately 55 employees participated in individual skill development activities.

As a result of its success, the WEST project was also granted a ten-month extension which will take the program to the end of the calendar year. This additional time will allow for the development of an online learning component. In December 2012, the WEST team will publish a Literacy and Essential Skills Resource Guide and Toolkit for employers, trainers, and practitioners within the workforce.



*For you
or someone
you care about:
seek help,
volunteer,
donate.*

Project Comeback

345 DIRECT SERVICE CLIENTS

An innovative project in Surrey helping homeless individuals find sustainable employment and housing, Project Comeback served 345 clients in the last contract year. More than 200 of these individuals became employed, and more than 100 maintained employment past the twelve-week reporting period.

Like all other ministry funded employment programs, Project Comeback closed at the end of March 2012.



We have continually expanded our services and our resource centres to respond to the needs of children, youth and families, persons with disabilities, and seniors.

Sources' youth programs provide services to children and youth who have been identified by the Ministry as having behavioural, social, emotional and mental health issues.

Our goals are to help stabilize these youth, to support their access to helpful resources in the community, and to facilitate the development of positive relationships.

Child and Youth Mental Health

48 DIRECT SERVICE CLIENTS

Child and Youth Mental Health (CYMH) program clients reported average increases (from intake to discharge) in community involvement of more than one point on a five-point scale; almost two points in social skills; and approximately one point in engagement in developmentally appropriate activities.

Measurement tools will be enhanced in the coming year to further evaluate service effectiveness.

Winter House

35 DIRECT SERVICE CLIENTS

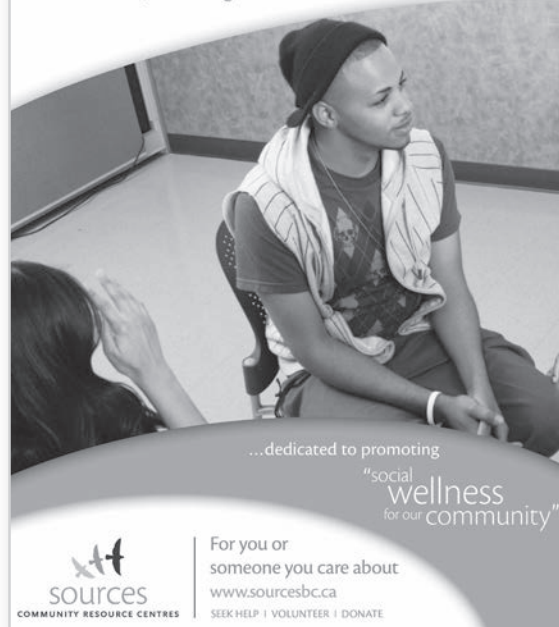
This year, Winter House staff have made efforts to improve services by enhancing opportunities and supports for youth engagement. One staff joined a community consultation group to assist in identifying activities and connections for youth in the community. Winter House clients also took up painting garbage cans for community parks and, as a result, earned the "Challenge Coin" award from the RCMP for making a positive contribution to the community.

Youth Justice

40 DIRECT SERVICE CLIENTS

The number of clients in the Youth Justice program increased by about a third this year with females nearly doubling since last year. Services continue to expand with the needs of clients – this year including curfew checks, one-to-one mentoring, community work service placement, parenting and school support, employment and housing assistance, and facilitation of meetings with other professionals.

One-to-one mentoring, community work service placement, parenting and school support, are some of the services provided by Sources Youth Justice Program ...

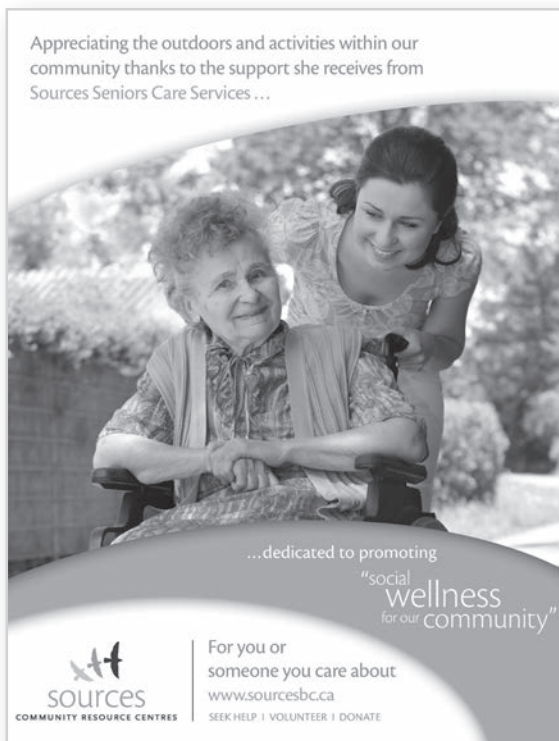


...dedicated to promoting

"social wellness for our community"

sources
COMMUNITY RESOURCE CENTRES

For you or someone you care about
www.sourcesbc.ca
SEEK HELP | VOLUNTEER | DONATE



Seniors

410 PARTICIPANTS IN HOSTED ACTIVITIES/EVENTS

The Semiahmoo Seniors Planning Table continues to be an active group of approximately 20 individuals representing local seniors in the community. Various activities and special projects were carried out again this year with highlights including multiple Coffee and Connect Tours, a Volunteer Recognition Breakfast, and a Volunteer Fair. The table also coordinated the Senior Ombudsperson's presentation to the community, and table members are actively participating in follow-up resulting from that report.

The second annual Pebble Pedal to the Pier was also held in September 2011 to raise awareness and funds for seniors' services offered by Sources.



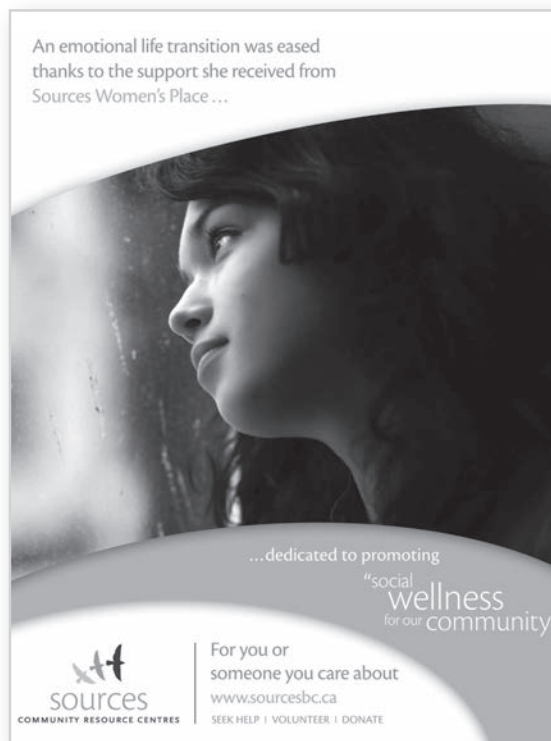
Sources Pebble Pedal to the Pier 2011

Women

In November 2011, Sources engaged in conversations with the South Fraser Women's Services Society (SFWSS) regarding a strategic alliance. From the perspective of both organizations, a formal collaboration could create opportunities to improve efficiency through the combining of resources as well as enhance the continuum of services in the community.

In 2012, Sources and South Fraser Women's Services Boards both voted in favour of a merger. The coming year will focus on fully integrating women's services into Sources programs.

For more information and the complete year in review for women's services, please refer to the South Fraser Women's Services Society 2011-2012 Annual Report.



For you

or someone

you care about:

seek help,

volunteer,

donate.

Financial Statements - Audited

Balance Sheet - For the years ended March 31, 2012 and 2011

<i>Current Assets</i>	2012	2011
Cash and cash equivalents	\$ 772,169	\$ 597,426
Cash and cash equivalents – restricted	2,337,746	2,009,566
Accounts receivable	608,585	596,907
Inventory	2,163	1,504
Loans receivable, rent bank	30,052	—
Prepaid expenses	199,200	156,616
Total current assets	\$ 3,949,915	\$ 3,362,019
LOANS RECEIVABLE, rent bank (net of current portion)	14,803	—
CAPITAL ASSETS	2,313,238	2,363,368
	\$ 6,277,956	\$ 5,725,387
<i>Current Liabilities</i>		
Accounts payable and accrued liabilities	\$ 898,716	\$ 938,634
Deferred contributions	475,746	127,139
Long-term debt, current portion	6,795	6,603
Total current liabilities	\$1,381,257	\$1,072,376
LONG-TERM DEBT, net of current portion	95,750	102,564
Total Liabilities	\$1,477,007	\$1,174,940
<i>Net Assets</i>		
Net assets invested in capital assets	2,210,693	2,254,201
Externally restricted net assets	154,803	30,913
Internally designated net assets	2,182,943	1,978,653
Unrestricted net assets	252,510	286,680
Total Net Assets	\$4,800,949	\$4,550,447
	\$ 6,277,956	\$ 5,725,387



For a complete list of
Notes to Financial Statements,
download the full report at www.sourcesbc.ca

Statement of Revenues & Expenses - For the years ended March 31, 2012 and 2011

Revenues	2012	2011
Provincial contracts	\$ 11,264,103	\$ 8,445,858
Federal contracts	320,594	173,201
Subsidies – B.C. Housing Management Commission	13,549	12,877
Donations –		
P.A.C.S. Foundation	209,202	209,518
Other	111,437	138,776
Grants –		
P.A.C.S. Foundation	25,000	21,500
United Way	128,259	125,952
Municipal	—	7,145
Other	144,286	79,206
Gaming income	202,456	12,949
Earned income	685,437	424,910
	\$13,104,323	\$9,651,892
Expenses (See detailed Schedule below)	13,031,619	9,616,010
Excess of revenues over expenses before disposal of capital assets	\$72,704	\$35,882
GAIN ON DISPOSAL OF CAPITAL ASSETS	—	2,947
Excess of revenues over expenses	\$ 72,704	\$ 38,829

Schedule of Expenses	2012	2011
Amortization	\$ 190,523	\$ 146,331
Building occupancy	218,245	141,697
Employee benefits	1,977,704	1,370,514
Food and residential care costs	208,295	168,943
Interest	3,635	4,725
Office	449,532	360,534
Program furnishings and equipment	99,377	53,777
Program materials and activities	236,963	160,144
Public relations	17,267	52,268
Purchased services	518,736	336,286
Recruitment and staff development	107,264	78,789
Rent	700,992	424,589
Salaries	8,011,351	6,110,792
Travel	291,735	206,621
Total Expenses	\$13,031,619	\$9,616,010

Need help finding work?

Sources WorkBC Employment
Services Centres can help!

FREE SERVICES

Sources WorkBC Employment Services Centres

Come in to our well-equipped
resource centres and talk to our
friendly, knowledgeable staff.

Access services that can help
you find the right job faster.

FOR JOB SEEKERS

- Consultation with Employment Counsellors
- Access to computer, internet, telephone & fax
- Job Search and Resume Writing workshops
- Career planning
- Apprenticeship
- Skills training
- Wage Subsidy
- Self-employment services
- Specialized services



sources

EMPLOYMENT
SERVICES CENTRE

WHITE ROCK | CLOVERDALE

For you or someone you care about
www.sourcesbc.ca

For more information about our services, call us, visit our website or drop by our centres:

Cloverdale Centre
101 - 5783 - 176A St., Surrey | 604-576-3118

White Rock/South Surrey Centre
208 - 1461 Johnston Rd., White Rock | 604-542-7590

Canada



BRITISH
COLUMBIA

WorkBC
Employment Services Centre

This Employment Program of British Columbia is funded in whole or part by the Government of Canada and the Province of British Columbia.

Need help hiring new employees?

Sources WorkBC Employment
Services Centres can help!



Sources WorkBC Employment Services Centres

We offer a variety of FREE
specialized and customized
services and resources
for employers
in our community.

FOR EMPLOYERS

- Free job posting services
- Pre-screening and access to a pool of qualified job candidates
- Wage Subsidy; offset training and hiring costs
- Job Creation Partnerships



sources

EMPLOYMENT
SERVICES CENTRE

WHITE ROCK | CLOVERDALE

For you or someone you care about

www.sourcesbc.ca

For more information about our services, call us, visit our website or drop by our centres:

Cloverdale Centre
101 - 5783 - 176A St., Surrey | 604-576-3118

White Rock/South Surrey Centre
208 - 1461 Johnston Rd., White Rock | 604-542-7590

Canada



BRITISH
COLUMBIA

WorkBC
Employment Services Centre

This Employment Program of British Columbia is funded in whole or part by the Government of Canada and the Province of British Columbia.

FOR YOU OR SOMEONE YOU CARE ABOUT

SEEK HELP | VOLUNTEER | DONATE

www.sourcesbc.ca



“social
wellness
for our community”

SOURCES COMMUNITY RESOURCES SOCIETY
#208 - 1461 Johnston Rd., White Rock, BC V4B 3Z4
Community Information Line: **604-542-4357**