



sources

COMMUNITY RESOURCE CENTRES

## ANNUAL REPORT

APRIL 1, 2012 - MARCH 31, 2013



“social  
wellness  
for our community”



sources

**FOOD BANK**  
RESOURCE CENTRE

WHITE ROCK | SOUTH SURREY

## "BUILD THE BANK" CAPITAL CAMPAIGN

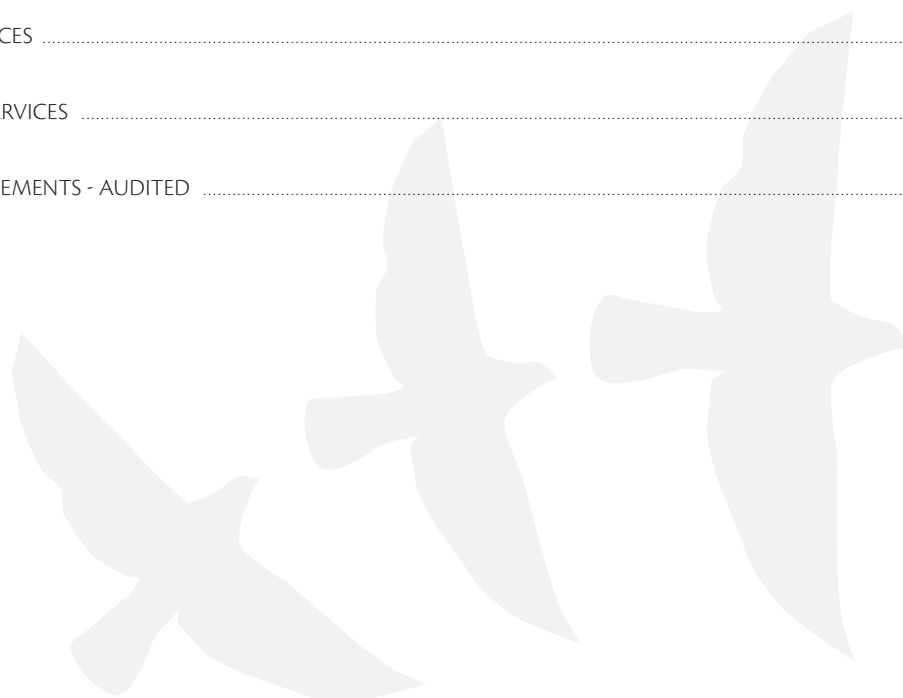


**Help us make a difference!**

Sources "Build the Bank" Campaign

Contact Natasha Raey at 604-836-1346 or [nraey@sourcesbc.ca](mailto:nraey@sourcesbc.ca)

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# Board of Directors - 2012-2013



Harry White  
*President*



Gary Hollick  
*Vice President*



Judy Forster  
*Secretary*



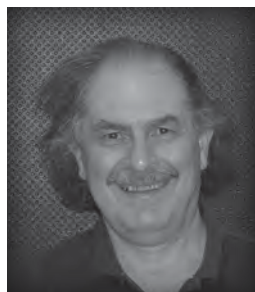
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Kyle M. Baillie



Jayson Burden



Bob Dominato



Senga Fullam



Lynne Morgan



Lori Nygaard



Karen Philipchuk



Pat Sales

Jaya Venkatesh

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## Peace Arch Resource Centre

882 Maple St.  
White Rock, BC  
V4B 4M2  
T: 604-531-6226  
F: 604-531-2316

## Women's Place Resource Centre

15318 20th Ave.  
Surrey, BC  
V4A 2A2  
T: 604-536-9611  
F: 604-536-6362

## Prince George Resource Centre

201-1600 3rd Ave.  
Prince George, BC  
V2L 3G6  
T: 250-561-1194  
F: 250-561-1195

## Newton Resource Centre

13771 72A Ave.  
Surrey, BC  
V3W 9C6  
T: 604-596-2311  
F: 604-596-2319

## Ladner Resource Centre

4807 Georgia St.  
Delta, BC  
V4K 2T1  
T: 604-946-0401  
F: 604-946-8429

## Food Bank Resource Centre

2343 – 156 St.,  
South Surrey, BC  
V4A 4V5  
T: 604-531-8168  
F: 604-541-8188

## WorkBC Employment Services Centres

208 -1461 Johnston Rd.  
White Rock, BC  
T: 604-542-7590  
101 - 5783 - 176A St.  
Cloverdale, BC  
T: 604-576-3118

For more information on Sources Community Resource Centres, please visit: [www.sourcesbc.ca](http://www.sourcesbc.ca)  
or like us on Facebook: Sources Community Resource Centres



David Young  
CEO

## Message from the CEO

We have much to celebrate and be thankful for at Sources. Throughout the past year we have continued to grow our programs and develop our partnerships to better serve others. Our most valuable resource – our staff and volunteers – have continued to innovate and strengthen the array of services that we provide.

In December of 2012 the Council on Accreditation (COA) approved the re-accreditation of Sources. Accreditation continues to provide the foundation for our ongoing commitment to and engagement in continuous quality improvement. My thanks and congratulations to all Sources staff on a job well done!

For some time, we have been seeking a permanent home for our South Surrey/White Rock Food Bank. With the Peace Arch Community Services Foundation providing a down payment, we purchased a building on 156th Street in South Surrey. We are excited about the opportunity to develop this building into a facility that better meets the needs of our staff, volunteers and clients as well as houses the tremendous volume of food our community so generously donates each year. Some renovations such as the installation of an elevator are required. A “Build the Bank” capital fund-raising campaign has been launched to help us secure funds to complete these improvements.

Also, in the fall of 2012, we purchased a property in downtown Newton. This has allowed us to relocate our Newton Resource Centre to a more central and accessible location as well as co-locate our Women’s Legal Education and Child and Youth Mental Health Services. We took possession in February 2013. Clients now have access to an array of supports that includes housing, disability and legal advocacy, training, and youth services. We have also been able to relocate our Behavioral Support Program from Ladner to this more central location.

Sources is ably served by a dynamic and professional Leadership Team including Kelly Ridding, Sandra Galbraith, Howard Schein, Denise Darrell, Edi dePencier, and Jan Armstrong. To them and all the staff I give my thanks.

Dan Scott, Director of Employment and Community Services retired in February, 2013 after many years of excellent service to our society. I am pleased to report that effective September 2013 Edi dePencier has taken on the new role of Director of Fund Development after many years of service as the Director of Finance.

As always, I am grateful for the support, advice and expertise of our Board of Directors. Under the able leadership of President Harry White our agency has been well steered by a diverse group of dedicated and knowledgeable individuals.

The past year has been pivotal for our agency. We have completed the consolidation and merger of our partner agencies. We have reaffirmed the quality of our services through accreditation. We have secured suitable program space in both Newton and South Surrey. With the skills, knowledge and abilities of our staff and volunteers, and the continued support and encouragement of our funders, we are ready, willing, and able to continue to serve others – and to promote social wellness for our community.

Yours truly,

A handwritten signature in dark ink, appearing to read 'David Young', with a long, sweeping horizontal stroke extending to the right.

David Young,  
Chief Executive Officer

## Message from the President

Another year of great service to our community and those very special people in our community – our clients. In the past year we have served 8,665 direct service clients, and an additional 16,814 individuals accessed short term services or resources.

We have managed to do that with the dedicated effort of 277 staff and 331 volunteers. I can not begin to praise our volunteers enough for their dedication and efforts on behalf of our clients. Our staff is equally dedicated, hard-working and committed to providing the highest level professional services.

In addition, we have completed the integration of Gateway, Newton Advocacy and South Fraser Women's into Sources. With great cooperation from the combined staff, we are now one of the most diverse and broadly capable agencies in the Lower Mainland, BC and Western Canada. The addition of the very talented staff to Sources' group of professionals and volunteers has not only made us bigger but substantially better. This was borne out by the audit by the Council on Accreditation who confirmed the high standard of service that we have maintained for many years.

We have also invested in our future through the purchase of 2 buildings – a new home for the Food Bank and a new service centre in Newton. These purchases were financed with the generous support of the Peace Arch Foundation. We are in the midst of a Capital Campaign to raise \$500,000 to fund the renovations and equipment purchases for the Food Bank.

This has also been a year of change for our Board of Directors. We would like to thank the following retiring members for their commitment to Sources and the communities and clients that we serve, Lori Nygaard, Jayson Burden, Senga Fullam, Jaya Venkatesh, Kyle Baillie and Pat Sales.

Finally, I want to thank everyone associated with Sources – the Board, the staff and executive group, our incredible volunteers, and you, our Members - for their marvellous support during the past year. It has been a pleasure to serve as your President and take credit for your hard work.



**Harry White**  
*President*

A handwritten signature in dark ink, appearing to read 'Harry White', with a stylized flourish at the end.

**Harry White,**  
**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.

**Clients Served: 8,665**

**Additional Clients Accessing Short Term Services & Resources: 16,814**

DEMOGRAPHIC	BREAKDOWN	NUMBER OF CLIENTS SURVEYED	PERCENT OF CLIENTS SURVEYED
Gender	Male	4,446	42.3%
	Female	6,050	57.6%
	Trans-gender	3	0.0%
Age	0-3	483	5.7%
	4-12	446	5.2%
	13-18	559	6.6%
	19-59	5,182	60.7%
	60+	1,864	21.8%
Language	English	2,767	75.4%
	Korean	16	0.4%
	Mandarin	38	1.0%
	Punjabi	844	23.0%
	Spanish	4	0.1%
Residence	White Rock	2,179	38.9%
	Surrey	3,116	55.6%
	Delta	138	2.5%
	North of Fraser	60	1.1%
	Northern BC	60	1.1%
	Langley	54	1.0%

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## Special Thanks to Sources' Funding Partners

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

- Community Living BC
- Ministry of Children and Family 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
- Law Foundation of Ontario
- Ministry of Social Development & Innovation
- Vancity Foundation
- BC Community Gaming Grants
- Donations and grants from community individuals, businesses, service clubs churches and foundations



## Sources 2012-2013 Donor Contributions Highlights



Vancity presents a cheque to Sources Rent Bank  
Surrey, BC



Vancity presents a cheque to Sources Food Bank  
White Rock / South Surrey



Scotiabank presents a donation to Sources at the Scotiabank  
Ladner Grand Opening

# Advocacy Services

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**CLIENTS SERVED: 1630**

**ADDITIONAL ONE-TIME-ONLY CLIENTS: 3493**

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Sources advocacy programs provide support for low and no income individuals to access provincial and federal income supports; for people experiencing homelessness to obtain housing; and for those who are at risk of homelessness to maintain housing. These services are provided through four similar but distinct advocacy programs.

The Poverty Law Program provides advocacy services in English and Punjabi for poverty related matters. The Mental Health Consumer Advocacy Program provides advocacy for individuals self-identifying as living with a mental illness. Housing Loss Prevention Services include two components. One assists individuals and families to address the barriers preventing them from obtaining and maintaining stable housing. The other aims to prevent the loss of housing – providing advocacy relating to evictions, landlord disputes, and other related issues. Lastly our Disability Support Advocacy Program assists individuals to access the Persons with Disabilities income support program through the Ministry of Social Development and Social Innovation.

This year, most programs met or far exceeded the proposed service target numbers. The Poverty Law Program assisted 1177 individuals and families; the Mental Health Consumer Advocacy Program assisted 1362 people; the Disability Program assisted 661 people; and the Housing

Loss Prevention services assisted 1923 people.

A significant highlight this year was when our Mental Health Consumer Advocacy Program joined forces with the Poverty Law Program on a case. This advocacy team was instrumental in preventing a number of people living in a trailer park outside of Mission from losing their provincial income assistance benefits. Although the matter originally came from two clients, the advocacy team was able to assist all of the trailer park tenants receiving assistance.

Another highlight this year was the annual Homelessness Awareness March, which was combined with the Grand Opening of the Newton Resource Centre and Homeless Awareness Week. The day was cold and rainy, which was uncomfortable but fitting to the conditions homeless clients face on a daily basis. Approximately 60 people attended the event and most joined the march up and down King George Boulevard to raise awareness of the continued existence of homelessness in Surrey. The advocacy team also participated in Surrey's Connect Day (an event that provides direct services to the homeless).

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

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*Newton Resource Centre Opening and Homelessness Awareness Walk*

On April 2, 2012, the Employment Program of British Columbia (EPBC) launched a new employment services delivery model throughout the Province of BC. This program replaces ten existing provincial and federally-transferred employment programs (legacy programs) in BC and integrates employment and support services into a “one stop shop” and performance based model. Following a lengthy procurement process, Sources was the successful proponent for, and currently operates, the WorkBC Employment Services Centres in White Rock/South Surrey and Cloverdale.

Sources Employment Services are delivered in partnership with Avia Employment Services, DIVERSEcity Community Resources Society, Pacific Community Resources Society, Phoenix Society, and Progressive Intercultural Community Services Society.

## WHITE ROCK SOUTH SURREY EMPLOYMENT SERVICES CENTRE

**CLIENTS SERVED: 383**

**ADDITIONAL SHORT-TERM SERVICE  
RECIPIENTS: 613**

The White Rock South Surrey Employment Service Centre (ESC) provides employment assistance through its self-serve centre and case management services. The services are provided in the catchment area of the clients through the ESC or through satellite offices for specialized populations. The self-serve centre is equipped with computers, photocopier and other resources to assist independent job seekers, employment counselling is provided to those requiring more support and information. The ESC runs many workshops that are open to all on topics such as resume writing, interview skills, social media, and career exploration. The ESC also provides assistance with skills upgrading to eligible clients. These clients are supported for skills training in a school or through wage

subsidy at an employer's site. The support is also available to clients who aspire to open their own business.

South Surrey ESC is doing well and continuously increasing client numbers. The clients are very satisfied with the services provided at the ESC. The surveys for the last quarter show that 100% of the respondents found the services helpful or very helpful.

## CLOVERDALE EMPLOYMENT SERVICES CENTRE

**CLIENTS SERVED: 465**

**ADDITIONAL SHORT-TERM  
SERVICE RECIPIENTS: 1480**

This year has been met with significant challenges since startup.

As we continue to implement and establish new service delivery and financial processes, policies, and training we also utilize a new cross Ministry Integrated Case Management System (ICM) for client file management.

Along with Sources staff, our centre also accommodates staff from a number of our partner organizations who work on site at the Employment Services Centre, providing services for our specialized populations.

## EMPOWERMENT SERVICES

**CLIENTS SERVED: 63**

The past year has been a learning process for our program. With a change in the model for service delivery across the Province, we've had to adapt to new processes and systems. The integrated case management system involves billing for each service provided to each client via an online database. The learning curve has been steep, challenging the program in getting and making referrals, understanding and implementing the billing system.

As a result participation has been very low this past year, serving a total of 63 clients. Now that much of the initial learning challenges have subsided, the time is available to market the program and increase referrals, our primary goal for the year ahead. We are excited to be a stable team in our new premises which allows for more staff interaction, team connection and a better flow for clients. Our new environment provides a welcoming and professional place for our clients to engage in the process of overcoming their barriers to employment and living a more successful lifestyle. The staff is skilled and experienced in the delivery of these services to this demographic and looks forward to serving more clients with a fuller range of workshops and employment supports.



*South Surrey White Rock Employment Services Centre team*



*Cloverdale Employment Services Centre Opening*



## RESIDENTIAL PROGRAMS

### STAYTE HOUSE

CLIENTS SERVED: 4

Located in South Surrey, Stayte House is home to four long-term residents. This year, the team focused on strengthening family ties and family involvement with the program. The residents and staff hosted two family events this year – the first ever End of Summer BBQ and Family Christmas Dinner. Both events received rave reviews from families and will now be held annually. The team also began rotating family dinners where residents take turns hosting a few of their family members for dinner.

This year, the staff team focused on professional development in positive behaviour support. Through training, staff learned how individualized focus on all aspects of a client's life can aid in establishing proper supports which ultimately minimize negative behaviour and increase residents' positive experiences. Within a few training sessions, and a few days of implementing new strategies with the first individual in focus, the individual's frequency of negative behaviours decreased daily to where it no longer exists.

### CHESTNUT HOUSE

CLIENTS SERVED: 4

Chestnut House's four residents continue to have numerous opportunities each week to participate in a variety of social and recreational outings. Three out of four men access the community daily including one resident who takes public transit and spends time in the community independently. One of the residents prefers to do his community outings during his day program. Clients are encouraged to make suggestions on their outings every scheduled recreation day, during their free time, and when their annual plan is created. One of our residents has been able to save up enough money for season tickets for the upcoming BC Lions season.

The program has remained stable over the year, despite challenges in maintaining a full staffing complement.

### ARCHWAY HOUSE

CLIENTS SERVED: 4

We have an addition to the family of Archway House! We are proud to announce that in the summer of 2012, we had a very special young lady move into Archway. She is 20 years old, youngest of all in the house. She truly has lifted the spirit of Archway with her youthful energy. She blended in well with both residents and staff immediately. They live like a family, all having strong bonds of friendship with one another.

Archway staff is dedicated and continues to provide residents with many new opportunities and experiences. The addition of the new resident has given Archway more staffing hours, allowing increased support for community access and more one-on-one assistance for the two residents that have declined in mobility and health over the past couple of years. Though the staff team has noted a dramatic decrease in the residents' abilities to participate in life skills due to these health issues, they will continue working with the residents to improve their self-help skills and to increase their abilities related to daily living.

### PRIMROSE CENTRE

CLIENTS SERVED: 5

Located in Ladner and home to five adults with autism, Primrose Centre has seen growth in several areas in the past year. The residential building itself saw significant improvements, including interior painting to add more colour and

create a home-like feel and décor. Most encouraging, though, the residents at Primrose participated in several significant community based activities.

One of the greatest successes was a trip to Victoria. The group left on an early morning ferry; took the double decker bus to downtown Victoria; had lunch in a restaurant; and went to an IMAX film. They then bussed back to the ferry terminal and arrived in Tsawwassen later that evening. Participation in larger scale activities such as this day trip is a sign of the great progress that the residents and staff have made. Previously, the resident group was not stable enough to venture out on such a trip. Other activity highlights from the year include participation in Camp Squamish, Vancouver Giants hockey games, and various Special Olympics activities. The group is looking forward to more and larger scale activities in the coming year and beyond.

### GEORGIA HOUSE

CLIENTS SERVED: 5

Georgia House is located in Ladner and serves five adults with autism. The home itself, while large, presents challenges with its narrow hallways and stairways. Noise tends to be a problem and often spills over in to neighboring houses. Ideally, the future holds a customized home with a large yard to better accommodate the residents. In the meantime, we do what we can with the existing structure.

Thankfully, the greatest asset of Georgia House is the stable staff that has remained intact, allowing for further consistency and rapport with the residents. Behavioural issues continue to be the primary challenge of the Georgia House residents. With many challenges

*Sources Community Living Programs provide assessments, personalized one-on-one life skills training and support to assist clients to live more independently.*

believed to be a result of communication barriers. This is an area requiring ongoing attention and effort.

One highlight this year was the replacement of our wheelchair-accessible vehicle. Residents and staff are very pleased with our new customized wheelchair-accessible minivan.

## COMMUNITY INCLUSION PROGRAMS

### HOME SHARE

**CLIENTS SERVED: 11**

The Home Share program continues to grow and develop with each passing year. Since the merger of Sources and Gateway Society in 2010, the program has increased from seven to eleven clients served. Three new contracts are in queue for the coming year, and further expansion into Surrey and Langley will be explored.

### LIFE SKILLS CENTRE

**CLIENTS SERVED: 152**

#### SPECIAL EVENTS

**PARTICIPANTS: 700**

Operating at full capacity, the team at the Life Skills Centre has decided to forego expansion for the coming year and focus on maintaining and enhancing existing programs – improving teaching materials and program activities in all services modules.

For the most part, life skills participants who are interested in employment are working either full- or part-time. In the day program, most participants indicated that they are happy with the focus on social and recreation activities; however, a few expressed interest in vocational supports. In the coming year, the Group Life

Skills Program will introduce a new Job Readiness course which will be available to all existing program participants.

### VENTURES DAY PROGRAM

**CLIENTS SERVED: 9**

Ventures Day Program, located in Ladner, provides nine individuals with community inclusion experiences every weekday. During the past year, Ventures staff saw the frequency and severity of challenging behaviours among clients decline. A focus on positive support programming, consistent scheduling and approaches, intervening early and appropriately, and using the least intrusive intervention necessary have all contributed to these positive results.

Exercise and recreation remained successful components of the services, and some clients displayed significant progress in the area of communication. The latter is an area of importance given the barriers in communication that exist with the clients in the program. While employment is not the primary focus of Ventures, two

individuals saw modest expansion of their opportunities to work and earn money. Overall, the 2012-2013 year was stable in terms of services delivered, facility improvements, client achievement, and staff retention and development. These remain key areas of focus for the foreseeable future.

### CROSSROADS

**CLIENTS SERVED: 9**

A sister program to Ventures, Crossroads serves nine individuals out of the ground floor space in the Georgia House building in Ladner. In addition to building a larger staffing pool with expanded training, Crossroads saw success in a slight reduction in incidents, positive gains in clients procuring new employment opportunities, improved overall fitness for clients, and structural updates to improve the aesthetic and professional appearance of the space.

Supported employment remains an area that is ripe for development, and over the past year a number of staff attended workshops, seminars, or courses. Two clients in particular made progress – branching out of their areas of comfort and attaining great employment or pre-employment opportunities. With these successes, there is an expanding interest in both the clients and support staff to continue building on this momentum and achieve higher goals. The program will continue to grow and develop its supported employment capabilities to hopefully achieve further successes with clients in the years ahead.



*Convergent Day at Stayte House*

## INFANT DEVELOPMENT PROGRAM

CLIENTS SERVED: **652**

SHORT-TERM AND ONE-TIME-ONLY SERVICE

CLIENTS: **2982**

With the retirement of the Program Manager came a new Manager with new ideas. With that – and facing a growing wait-list for services – the service provision model was reconfigured. Two Infant Development Consultants were given tasks of screening and monitoring wait-listed families. Families identified as high urgency were assigned to caseload, while others requiring less intensive intervention were to be monitored. It soon became apparent that the needs of the diverse community were not being met. Consequently, another consultant, fluent in Punjabi, was asked to take on screening and monitoring duties for those families who were English language learners.

This revision in service provision has allowed more families to be seen and both the wait-list and the wait time to be shortened. Before the changes there were 194 families waiting and the average wait time for any type of service other than playgroup was close to seven months. Six months later,

following the changes, there were 96 families waiting and the average wait time for service was two months.

The Infant Massage Program which Sources IDP developed has also been so successful that plans are underway to develop a Saturday program for families who are unable to attend during the week and a program for the community at large. The IDP playgroups also continue to be so well that attended that there is a plan to develop other group experiences addressing the specific needs of families.

One final area of program revision concerns community support. Based on results from the professional survey and direct contact with community service providers, a need was identified for support from the Infant Development Program in a variety of community programs. The team has developed a plan based on consultants' skills and interests to address these needs.

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*Sources provides early intervention services in White Rock and Surrey to families with children aged birth to 5 years of age who are diagnosed with or are at risk for developmental delays.*

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*Infant Development team at the annual Teddy Bear Picnic*



## YOUTH JUSTICE

**CLIENTS SERVED: 30**

The Youth Justice program has successfully provided a number of services and activities to its clients in the last twelve months. These included curfew checks, transportation, one to one mentoring, establishing and supporting community work service placements, parental support, school support, job seeking assistance, housing support, and support in meetings with other professionals. From April 2012 until March 2013, the Youth Justice Program served 30 clients, which is a decrease in youth served from the previous year.

The Youth Justice Program has had some challenges to overcome in the past twelve months including changes in staff and the increasing difficulty of finding suitable Community Work Service placements. However, the increase in the number of service hours, and positive satisfaction rating from clients indicates that the past twelve months have been successful and the program is well placed to meet the challenges of the coming twelve months.

Youth services purchased a van in 2013 retiring our mid 1990's van. We anticipate safer, more reliable and more comfortable transporting. The youth as well are more receptive to the new vehicle!

The youth services manager continues to regularly attend the youth sub-committee of the Child and Youth Committee in South Surrey/White Rock. Planning continues on a potential youth "hub" for our community and we are at the stage of engaging youth in this process. Our youth have been invited to be part of this process. This is likely a three to five year project.

## MENTAL HEALTH, CHILD AND YOUTH SERVICES

**CLIENTS SERVED: 48**

The MHCY program utilizes developmentally appropriate activities as a means of meeting the goals as set out in client service plans.

The program has faced staffing challenges in the past twelve months with a number of staff moving on to employment elsewhere. However the program has maintained a high service rate and has seen an increase in the number of clients served.

The MHCY program moved its offices from a rented space

in Newton to our new office space also in Newton. We continue to be centrally located where we serve our clients (all of Surrey apart from South Surrey). In this new location and now at its full complement of staff, it is well positioned to meet the challenges of the coming twelve months.

## WINTER HOUSE

**CLIENTS SERVED: 41**


Youth engagement has increasingly become a focus at Winter House and usually involves staff-supervised recreational activities on site, or out in the community.

Winter House is attempting to provide more structure, consistency, and regularity in all aspects of its programming. In doing so, staff has conveyed care and reliability, even while being firm and setting clear, reasonable and enforceable boundaries.

Winter House continues to adapt and learn from the unpredictable and dynamic challenges that come with client behavioural issues.

The most marked challenge at Winter House is a financial and resource challenge. This program has run an increasing deficit for several years which has required ongoing cost/benefit analysis and meetings with MCFD regarding our challenges. Further the home is ageing and requires increasing structural upkeep. The state of the budget has made it challenging to update as required or desired.

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



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## **POSITIVE BEHAVIOR SUPPORT: NORTH** **CLIENTS SERVED: 56**

Over the 2012/2013 fiscal year, the PBSS North program re-initiated caregiver focused training sessions aimed at teaching caregivers to understand behaviour theory, the functions of their children's behavior, and a constructive process of problem solving. Over the next fiscal year, this aspect of the program is expected to become a standard part of service delivery to referred families and to be provided to other organizations as well.

In addition, the social thinking groups, based on Michelle Garcia Winner's Social Thinking Model, was expanded from the North West into the Prince George area. The PBSS North program has partnered with a local (Prince George) intervention organization to provide this social thinking group to youth in the Prince George area. This group is expected to launch early in the 2013/2014 fiscal year and will include two groups, one for young children and one for older adolescents.

Finally, the PBSS North program started an intensive shift in service to bring the program up to industry standards by increasing the alignment of the program with Board Certified Behaviour Analysis certification and evidence based practice. Specifically, the Positive Behaviour Support Manager undertook the education and supervision process required to become a Board Certified Behaviour Analyst. The Program Manager has also started teaching and providing clinical supervision to the program's Behaviour Consultants.

The good work done by this program has resulted in us receiving private requests for services. We anticipate the possibility of increasing our service provision in the North both through a fee for service model as well as submitting proposals to government in response to request for proposals.

## **PBS LOWER MAINLAND** **CLIENTS SERVED: 97**

Positive Behaviour Support Services (PBSS) Lower Mainland provides services to Vancouver Coastal, Richmond, Delta, Surrey, White Rock, Langley, Aldergrove, Abbotsford, Burnaby, New Westminster, Coquitlam, Maple Ridge, Port Coquitlam, and Port Moody.

This year, the Board approved and granted money towards the development and start-up of a fee-for-service program for families who cannot otherwise access services. These services are identified for families with children with neuro-developmental disabilities. The business plan process will reach completion in September 2013, followed by the implementation of the fee for service program.



*FASD Team*

Challenges continue to be with MCFD funding especially in the context of recruitment and retention. Other challenges not limited to this annual report include the fact that our staff log high mileage and work largely alone.

Our opportunities arise from the aforementioned fee for service programming. Presently staff are utilizing the work done by Yale Shap in his Autism review entitled "Sources ASD Scan." Building on his scan of present practice and offerings of Autism Spectrum services, staff are augmenting his work and building a business plan. Early indications are that providing positive behavior support services privately is an early, low startup cost offering and therefore easy entry into the fee for service world.

Anecdotally, we continue to receive private requests for service as well as requests to provide training to other professionals.

## FETAL ALCOHOL SPECTRUM DISORDER (FASD) KEY WORKER PROGRAM

**CLIENTS SERVED: 13**

The FASD Keyworker provides service to South Surrey/ White Rock as well as to Surrey as needed.

This year the FASD Keyworker program officially merged with the Positive Behaviour Support Services Lower Mainland Program.

The FASD community is a creative one with flexibility to define and re-define best practice as new information becomes available. To that end, our most recent FASD Key Worker introduces the paradigm and model of Positive Behavior Support. Given that FASD, Autism, and other developmental dis-

abilities are all considered brain based disorders, our key worker presented this model to the FASD community (professional) and has won some interest and acceptance. It is this particular aspect of the service that has led to the FASD program being accredited under the Child and Family Development (CFD) standards for this round of accreditation. Technically it is a hybrid service based on expressed needs of the client.

The FASD Keyworker also provides education, advocacy, information and connection to community resources and referrals that include parent support and networking. The parents provide the goals and feedback on programming needs and outcomes, therein directing the services towards their needs and the needs of their child. All service plans build on the family ecology and the strengths that lay within.

## THE FAMILY CONNECTIONS CENTRE

**CLIENTS SERVED: 60**

This year's numbers are similar to the numbers from last year. We served 12 families in the residential component. Of these 12 families, 8 participated in the pre-intake portion of programming. Six pre-intake families did not enter the residential component of the program. Of the 12 families we served 9 were discharged to their family homes.

Upon entry into the program families who completed both sets of outcomes surveys identified that their teens had challenges in various areas. 32.69% of respondents strongly agreed that their teens had challenges and 38.46% of respondents somewhat agreed that their teen had challenges. Upon completion of the program 32.65% of respondents strongly agreed that their teen had shown progress and 36.73% of families somewhat agreed that their youth had shown progress.

The program is always assessing unique ways serving more clients as well as more fully reporting on all the service they provide.



*Positive Behaviour Support Lower Mainland team*





## FAMILY SUPPORT PROGRAMS

**CLIENTS SERVED: 121**

Family Services provides therapeutic and outreach services to families and children where child protection is a concern. All referrals are made by the Ministry of Children and Family Development (MCFD). This year the Child and Family Mental Health therapist position and the child and family care worker position became part of Family Services. This allows us to provide more flexible service for the Ministry and Mental Health teams.

Family Therapy provides a variety of specialized clinical services to children and families. The attachment based therapeutic process includes assessment and psycho education to correct disorganized attachment between children and their caregivers. A total of 57 families received therapy.

We also offered two six week self-esteem groups for girls 13-16 years old who were in the care of the MCFD or other

family members. This psycho educational group addresses issues of anxiety, abandonment and stress girls deal with in their daily lives. We were offered support for transportation from Alexandra House and worked jointly with our community partners to make the group attendance successful. 16 girls attended these groups. We also offered a four week psycho educational group for girls aged 7-11. The focus of this group was self-esteem, anger, and anxiety. 9 girls attended this group.

Family Services also offered an emotional coping group for children whose parents are going through separation. 8 children attended this group.

Family Development Response provides services to families where there is a low to moderate risk to the children based on MCFD's assessment. 34 families were referred for Family Development. Family Services offered two 8-week long, psycho-educational Parenting Groups for individuals and couples. We communicated the importance of the father's role in parenting to MCFD, and we encouraged fathers to participate in these groups. The parenting groups also focused on mindful parenting and attachment.

Family Reunification and Preservation is a more intensive service for families where there is a high risk of harm to children or where children were removed from the home. The focus of Family Preservation is to address families basic needs; home, food, income, substance use, legal issues and parenting. 21 families were referred for this service.

Visitation and Access provides supervised visitation to children and families. The demand for supervised visitation continues to be high and requests

for evening and weekend visits were addressed by hiring a family worker with a flexible schedule. This year, the success rate for children returning to their parents' care was 100%. This has resulted mainly from adding service components including videotaping and education to parents after each visit. This allows parents to learn skills and apply them in future visits. 11 families were provided supervised visitation.

Child and Family Mental Health Therapy provides clinical services to children and families. All referrals are made by the Child and Youth Mental Health team after an assessment of the child's mental health, emotional and behavioral issues. It is clear that the largest increase was in the caseload of the therapist. This position saw an increase from 9 to 21 families this year.

The Child and Family Worker provides support to families and children where the child's mental health is a concern and in-home or community assistance is needed. This year, there was an increase from 23 to 26 families. There were 10 children who received group services with an offering called "Friends for Life." This was a collaborative effort between CYMH, Sources, and School District 36, which provided the space in a community school. In the coming year, we intend to offer a revolving series of groups to provide early intervention to children in the community with particular focus on anxiety.

The high demand for therapy since 2010 continues to provide a challenge. Two graduate practicum students from the Adler School of Professional Psychology were hired this year and completed their 8 month placement with Family Services. This allowed us to provide more family therapy.

## ADDICTIONS

CLIENTS SERVED: 555

Sources Addiction Services made significant strides in its mission to reduce the harms associated with substance use in the community. The number of new admissions for people affected by problematic substance use this year rose from 289 in 2011-12 to 315 in 2012-13.



*Addictions Services Team*

Prevention services were significantly enhanced this year. In addition to the educational presentations that are conducted in each Planning 10 class in the South Surrey area, Sources Addiction Services collaborated with Surrey Safe Schools to create a partnership that has resulted in a more comprehensive response to substance violations at school. This program has brought a greater frequency of referrals from the Substance Use Liaisons and includes classroom presentations with messaging and scheduling that is coordinated with Safe Schools' presentations and a new prevention project focused on mentorship. This mentorship project began in September with a focus on engaging students at Earl Marriott Secondary to develop themselves as mentors who can deliver messages to Grade 7 students transitioning to EMS. The intention is to promote resiliency and protective factors from substance misuse.

Counselling groups were offered during the year, including

a new partnership with Avalon Society's Women's Drop-In Center to deliver a Self-Esteem group to women in recovery. Three series of the 6 session Mindfulness Based Relapse Prevention group were offered to 28 participants. The Substance Affected support group was offered on a drop-in basis twice per month with 141 attendees throughout the year.

The program manager also began pre-production planning of a stigma reducing video called "Compassion, Inclusion and Engagement" in consultation with the Knowledge Exchange Leader and with funding from Fraser Health Substance Use Services through the federal Drug Treatment Funding Project.

## COUNSELLING

CLIENTS SERVED: 211

2012-13 marked a year of transition for counselling services. A review of the way that services were being utilized and an analysis of the budget indicated that some changes would be required.

Sources Counselling Services was approached by the White Rock/South

Surrey Division of Family Practice to enter a contractual relationship to provide up to 6 sessions for up to 250 families identified as needing counselling outside of the service mandates of funded programs and unable to pay market rates for counselling. This service would begin April 2013 and would meet a significant need in the community that was previously not being served.

A grant from the Peace Arch Hospital Community Foundation was also awarded to Sources to offer two 6-week series of the Stress-Less/More Balanced Group for women. This group remains highly popular, running large waiting lists when it has been advertised. This group has been offered without requiring a fee for participants thus far and more donations have been received recently to allow for this to continue.

Two Lunch and Learn information sessions which focused on Managing Stress, and the Cultivating Successful Relationships were provided to City of White Rock staff. Feedback was extremely positive and some staff chose to utilize counselling services following these information sessions.



*Surrey City Council acknowledges Addictions Manager George Passmore for his presentation during Substance Use Awareness Week*

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

## LEGAL INFORMATION & ADVOCACY SERVICES

**CLIENTS SERVED: 885**

The Legal Information and Advocacy Program provides free legal information, advocacy, and resources to women dealing with family law issues such as separation, divorce, and child custody. This year continued as in past years with three staff (two advocates and one legal educator) as well as outreach services to the South Asian community through services at the Sikh Temples and the use of media.

A challenge in the latter part of the year was for staff to manage existing case load while learning the new Family Law Act (FLA). In addition to meeting both of these expectations, staff also developed training materials on the new Act.

In February 2013, the program relocated to a central Newton location which offers many other Sources programs. This move has had a positive impact on service delivery as clients are able to access a continuum of services from one location.

## TRAUMA COUNSELLING

**CLIENTS SERVED: 195**

The Trauma Counselling program continues to see women with increasingly complex needs such as Complex Post-Traumatic Stress along with depression, anxiety, personality disorders, and substance use. Nonetheless, counselors assisted about 7% more clients this year in comparison to last year.

Despite ongoing efforts to address the high demand for this program, the wait-list is at nine months. The team is now working on a plan to offer more group options to women as well as a continuous intake psycho-educational support group. A \$3000 grant from the Soroptomists this year will support this enhanced group programming. Counsellors are now developing the curriculum and hope to offer new groups in the fall of 2013 and spring of 2014.

*Sources Concierge is a  
Social Enterprise dedicated to  
Women's Social Wellness.*

## DROP-IN CENTRE

Sources Women's Place offers a number of services including free clothing, shower and laundry facilities, peer groups, a lunch program, and pro-bono legal support. This year, clients accessed services at Women's Place approximately 7% more than last year – with increased use of clothing, showers, laundry, peer groups, and pro-bono legal services.

## SOURCES CONCIERGE

Sources Concierge provides stable employment and livable wages to women with multiple barriers including women lacking formal qualifications; women who have experienced difficult life circumstances; working moms who do not have access to affordable daycare;

women who have communication or cultural barriers to employment; women with low self-esteem and self-confidence; and women with long histories of social assistance dependence.

With its root in social services, this program also offers women a continuum of services and supports, access to specialized programs and resources, personalized coaching and mentoring, training and development, and opportunities for advancement.

This year, Sources Concierge also developed a partnership with Come Share Society, providing services through the United Way Program called Better at Home. This is an initiative designed to help seniors remain independent in their own homes.

**Busy? Not enough hours in the day to clean and organize your home or office space?**

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## FOOD BANK

**CLIENTS SERVED: 1691**

Volunteers continue to be one of the Food Bank's greatest assets. This year, 132 volunteers donated a total of 11,464 hours of valuable time. Based on minimum wage, this is equivalent to a donation of \$117,511 to the Food Bank and Sources.

Continuous support from partners in the community (Save-On Foods, Safeway, and Thrifty Foods); various food drives; and individual donations brought in more than 172 tons of food. Monetary donations increased this year and exceeded \$380,000. While donations were less than the previous year as the holiday approached, an appeal to the community through the local newspaper resulted in an influx of support and an increase in donations. During the holiday season alone, \$170,000 came in.

The Food Bank participated once again in the National Homeless Count as well as Food Banks Canada Hunger Count. Film-maker Don Li-Leger's documentary "Balancing Act" featuring Sources White Rock/South Surrey Food Bank was also released. This film now provides a tool for the Food Bank, Sources, the local community, and others to raise awareness of issues facing individuals living in poverty.

Although client numbers have not changed significantly over the past year, weekly visits to the Food Bank have increased. With the generous contributions of a growing number of individuals and partners in the community, however, the Food Bank has been able to continue to adapt to clients' needs.



*Volunteers receiving special recognition at the annual Volunteer Appreciation Lunch*



*A group of Sources staff members congratulating a long-time volunteer*

## RENT BANK

**CLIENTS SERVED: 73**

Sources Rent Bank, which is now in its fourth year of operation, continues to demonstrate not only a need for its services but also the positive impact of loans on housing stability. Surveys of Rent Bank clients indicate that 75% of households that receive loans maintain stable housing. Considering that borrowers are either homeless or facing eviction when loans are issued, these statistics are impressive. Further, with a record 73 new loans in the 2012/2013 fiscal year (compared to the previous annual average of 42 loans), the overall impact of the Rent Bank is even greater.

To assist with the tracking of and increasing number of loans, in the spring of this year, students from Douglas College set up a database to allow staff to manage rent bank files electronically. This new system has made it much easier to keep track of clients and to obtain more statistical information on the utilization and impact of the Rent Bank.

Despite its demonstrated impact on homelessness in the community, the Rent Bank continues to struggle to obtain adequate funding. The coming year will focus on assessing the sustainability of this program.

## VOLUNTEER SERVICES

**CLIENTS SERVED: 768**

This year, 225 volunteers contributed a total of almost 16,000 hours to deliver services including Sources Volunteer Centre, Shop-by-Phone, Volunteer Wheels, Income Tax, Community Information, and Dental Clinic. All of these volunteer-driven programs aim to assist

individuals to develop connections and access resources in the community.

Early in the year, Volunteer Services moved to the new Johnston Road site in White Rock – a co-location with the Sources White Rock South Surrey Employment Services Centre. Benefitting from both a more accessible location and increased exposure to Employment Centre clients, volunteer services has seen an overall increase in activity. The most significant increase was in the Volunteer Wheels program with clients increasing by 40% and rides increasing by 56%.

Results of client surveys conducted in the volunteer programs demonstrate their impact. Volunteer Drivers clients, for example, indicated that they had improved access to health care, and Shop-by-Phone clients indicated that the service helped them to maintain their independence.

Despite the increased profile of these programs at the new location, the increased utilization of these programs, and the positive outcomes reported by clients, obtaining and sustaining operating funds for these programs remains a challenge and will be a focus in the coming year.

## SEMAIHMUO SENIORS PLANNING TABLE

The Seniors Planning Table continues to meet with a core of about 20 seniors and seniors-serving organizations from the community. This year, the group hosted a number of activities including a Volunteer Recognition Breakfast and Volunteer Opportunities Fair; two Coffee and Connect Tours; and a number of Emergency Preparedness Workshops. JoyTV also ran a segment on seniors-specific services which included the Coffee and Connect Tours hosted by the Semiahmoo Seniors Planning Table.

## SOURCES COMMUNITY RESOURCES SOCIETY

### BALANCE SHEET

MARCH 31, 2013 AND 2012 AND APRIL 1, 2011

	March 31, 2013 (Note 19)	March 31, 2012 (Note 3, 20 & 21)	April 1, 2011 (Note 3 & 21)
<b>ASSETS</b>			
<b>CURRENT ASSETS:</b>			
Cash and cash equivalents (Note 5)	\$ 405,714	\$ 772,169	\$ 597,426
Cash and cash equivalents - restricted (Note 5)	1,313,462	2,337,746	2,009,566
Accounts receivable	968,999	554,416	517,163
Inventory	2,221	2,163	1,504
G.S.T./H.S.T. recoverable	351,587	54,169	79,744
Loans receivable, rent bank, current portion	46,085	30,052	-
Prepaid expenses	210,614	199,200	156,616
Total current assets	3,298,682	3,949,915	3,362,019
LOANS RECEIVABLE, rent bank, net of current portion	24,548	14,803	-
CAPITAL ASSETS (Note 6)	6,864,615	2,313,238	2,363,368
	\$ 10,187,845	\$ 6,277,956	\$ 5,725,387
<b>LIABILITIES AND NET ASSETS</b>			
<b>CURRENT LIABILITIES:</b>			
Accounts payable and accrued liabilities	\$ 1,384,975	\$ 877,790	\$ 912,157
Government agencies payable	16,551	20,926	26,477
Deferred contributions (Note 7)	307,163	475,746	127,139
Callable debt, due within 12 months (Note 8)	126,888	-	-
Long-term debt, current portion (Note 9)	7,072	6,795	6,603
Current liabilities, before callable debt	1,842,649	1,381,257	1,072,376
CALLABLE DEBT, net of amount due within 12 months (Note 8)	2,397,487	-	-
Total current liabilities	4,240,136	1,381,257	1,072,376
LONG-TERM DEBT, net of current portion (Note 9)	88,605	95,750	102,564
DEFERRED CAPITAL CONTRIBUTIONS (Note 10)	299,708	-	-
Total liabilities	4,628,449	1,477,007	1,174,940
<b>NET ASSETS:</b>			
Net assets invested in capital assets	3,944,855	2,210,693	2,254,201
Externally restricted net assets (Note 12)	243,022	154,803	30,913
Internally designated net assets (Note 13)	1,070,440	2,182,943	1,978,653
Unrestricted net assets	301,079	252,510	286,680
Total net assets	5,559,396	4,800,949	4,550,447
	\$ 10,187,845	\$ 6,277,956	\$ 5,725,387

APPROVED BY:




The accompanying Notes are an integral part of this statement.

KN&V



**SOURCES COMMUNITY RESOURCES SOCIETY**  
**COMBINED STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE YEARS ENDED MARCH 31, 2013 AND 2012**

	2013	2012
	(Note 19)	(Note 20 & 21)
REVENUES:		
Provincial contracts (Note 17)	\$ 13,949,829	\$ 11,264,103
Federal contracts (Note 17)	331,372	320,594
Subsidies - B.C. Housing Management Commission	13,656	13,549
Donations -		
P.A.C.S. Foundation (Note 18(f))	313,859	209,202
United Way	748	1,602
Other	180,223	109,835
Grants -		
P.A.C.S. Foundation (Note 18(f))	75,000	25,000
United Way	128,575	128,259
Law Foundation	209,000	-
Other	171,159	144,286
Gaming income	343,993	202,456
Earned income (Note 18(d) and (e))	1,281,272	685,437
	16,998,686	13,104,323
EXPENSES (Schedule)	16,906,363	13,031,619
Excess of revenues over expenses	\$ 92,323	\$ 72,704

**SOURCES COMMUNITY RESOURCES SOCIETY**  
**SCHEDULE OF EXPENSES**  
**FOR THE YEARS ENDED MARCH 31, 2013 AND 2012**

	2013	2012
	(Note 19)	(Note 20 & 21)
Amortization	\$ 209,724	\$ 190,523
Building occupancy	300,422	218,244
Employee benefits	2,306,863	1,977,704
Food and residential care costs	270,760	208,295
Interest	7,596	3,635
Office	575,782	449,532
Program furnishings and equipment	127,707	99,377
Program materials and activities	1,331,547	236,963
Public relations	57,430	17,268
Purchased services	1,360,927	518,736
Recruitment and staff development	90,113	107,263
Rent (Note 18(g))	915,258	700,993
Salaries	9,071,049	8,011,351
Travel	281,185	291,735
	\$ 16,906,363	\$ 13,031,619

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