



Special Thanks to Sources' Funding Partners

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

- BC Community Gaming Grants
- BC Housing
- City of Surrey
- City of White Rock
- · Community Living BC
- Corporation of Delta
- Donations and grants from community individuals, businesses, service clubs, churches and foundation.
- Fraser Health Authority
- Law Foundation of BC
- Ministry of Children and Family Development
- Ministry of Social Development and Social Innovation
- Peninsula Community Foundation
- Semiahmoo Seniors Support Foundation
- Service Canada

- Surrey Homelessness and Housing Society
- The Canadian Women's Foundation
- United Way of the Lower Mainland
- Vancity Community Foundation
- Vancouver Foundation

Sources 2013-2014 Donor Contributions Highlights







White Rock Rotary Club

SSWR Chamber of Commerce

Collaborative Law Associates

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The Year in Review



Harry White President

Message from the President

It has been a distinct pleasure and a privilege for me to continue to serve on the Board of Directors and as President for what I consider to be one of best community service organizations in BC – SOURCES. In my five years of service with Sources – I have continued to learn about and be amazed by the broad-reaching impact of the services provided by our staff and volunteers.

I would like to thank my fellow board members for their participation and support for Sources over the past year. We work well as team, and remain committed and focused on our mission of promoting social wellness in our community.

I thank Vice President Gary Hollick for assuming the role of President in January as my professional demands required some extensive travel this past year. I would also like to acknowledge Karen Philipchuk, who left the Board in April of this year, for her many years of service on both the Sources and the Gateway Society Boards of Directors.

We welcomed Steve Dumouchelle to the Board in November 2013 and Bruce Hayne in April 2014. We look forward to the future contributions their knowledge and skills will contribute to our team.

This September, after thirty-three years of service on the Board of Directors of Sources, Peace Arch Community Services, and even earlier predecessors, Past President Bob Dominato is retiring.

We are extremely grateful to Bob for his more than three decades of community service and are pleased to honor him with a Lifetime Membership with Sources.

I am very proud of Sources achievements and in particular its connections and relationships with others in the community. As a former Rotarian and a local resident, I am thrilled at the positive and productive relationship this agency has with service clubs, faith groups, schools, local chambers of commerce, businesses, municipalities and government at all levels.

I am gratified by the extent of support we receive from individuals in the community. It has been my pleasure to share what I have learned and experienced in my association with Sources with others in the community – whether it was friends over dinner or with my regular golf group after a round –people are continually amazed at the depth and breadth of our engagement and involvement with community.

I encourage you to learn more by talking with Sources staff or volunteers or scanning the Sources web site **www.sourcesbc.ca**. If you would like to become involved as a donor or as a volunteer let us know – we would be pleased to welcome you to our team.

Harry White

Jelle

President

Message from the CEO

I was particularly taken by the photograph that is displayed on the front cover of our annual report when it was first shared with me earlier this year. For me, it is an image that clearly and vividly illustrates the strength and power that can exist among members of a family and a community when they reach out to support each other. In particular, it symbolizes the many hands of our staff and volunteers reaching out and offering support, encouragement, and help to our community.

With over six hundred pairs of hands, our staff and volunteers reach out to more than twenty thousand people in Surrey, White Rock, and Delta as well as, through some specific programs, communities throughout the Fraser Valley and Northern BC.

Sometimes these hands are those of a caring community volunteer stocking the shelves at the Food Bank in South Surrey; or another volunteer driving a Senior to a medical appointment in Vancouver; or yet another volunteer helping a newcomer complete their income tax return in Newton.

At other times they are the skilled and compassionate hands of a behavioural therapist in Fort St. John helping a child succeed at school; or the hands of residential care worker in Ladner assisting an adult with a developmental disability swim at the local pool; or an employment counsellor in Cloverdale registering a young adult in apprenticeship training at the local college.

These six hundred pairs of hands, are, in turn, supported by the hands of the many donors who give of their personal time and money to fund these services. Sometimes these are the hands of elementary school students fundraising for the food bank; the hands of a local businessman paying the cost of a Christmas Dinner; the hands of the local Rotarian hosting a concert to raise funds for an elevator at the food bank, and; at other times the hands that prepare and serve the food at a fundraiser for the Imagination Library.

These are only a few examples of the hands that are at work in our community. There are many othersand they are at work each and every day – giving members of our community a hand up and a chance at a better life. And each of these pair of hands is powered by a heart filled with compassion, caring and commitment to others. I am grateful to be part of such a powerful and caring community.

I would like to thank our board, staff, volunteers, funders, and donors for your hands and your hearts.

Warm regards,

David Young

Chief Executive Officer



David Young CEO

Our Centres at a Glance

Sources Community Resources Society serves individuals and families throughout a variety of social wellness programs operated out of a number of Community Resource Centres.

We are committed to supporting and promoting social wellness in the community.



FOR EVERYONE

HELP

FOR EVERYONE

HOME

FOR EVERYONE

FOOD

FOR EVERYONE

"social Wellness
for our community"





COMMUNITY RESOURCE CENTRES

PEACE ARCH RESOURCE CENTRE WHITE ROCK, BC	WOMEN'S PLACE RESOURCE CENTRE WHITE ROCK SURREY	PRINCE GEORGE RESOURCE CENTRE NORTHERN BC	NEWTON RESOURCE CENTRE SURREY, BC	LADNER RESOURCE CENTRE DELTA, BC	FOOD BANK RESOURCE CENTRE WHITE ROCK SOUTH SURRE	EMPLOYMENT SERVICES CENTRES WHITE ROCK CLOVERDALE
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	13771 72A Ave. Surrey, BC V3W 9C6 T. 604-596-2311 F: 604-596-2319	4807 Georgia St. Delta, BC V4K 2T1 T: 604-946-0401 F: 604-946-8429	2343 – 156 St., South Surrey, BC V4A 4V5 T: 604-531-8168 F: 604-541-8188	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 or like us on Facebook: Sources Community Resource Centres

Board of Directors



Gary Hollick | Vice President

Gary is the President of Corner Stone Health Care and the Publisher of the Now Newspaper in Surrey, B.C... He recently completed a term as the President of the Surrey/ White Rock Chamber of Commerce. He was named Business Person of the year in 2002 and Ambassador of the Year for the City of Surrey in 2008. Gary, his wife of 33 years and their two sons moved to the Lower Mainland 18 years ago and joined the Board of Sources in 2011.



Judy Forster | Secretary

Judy is a long term resident and former mayor and councillor of the City of White Rock. She works in special education in the Surrey School District and consults at Silver Forest Enterprises. Judy has extensive community and board involvement within the local community, the regional district and the province including health and library boards, regional sustainability and housing and intergovernmental affairs. She has been a consultant with Semiahmoo House Society and was on the boards of both Gateway Society and Sources prior to their merger in 2010.



Karen Philipchuk | Director

Karen has been a volunteer family advocate in the community living field for nearly 25 years. She has worked with individuals, non-profit organizations and governments to provide a voice for children with special needs, adults with developmental disabilities and families in BC. She served on the Boards of BCACDI & BC Family Net Society. Prior to joining Sources in 2010, she served on the Board of Gateway Society for 11 years.



Harry White | President

Harry has an MBA from Harvard Business School and a Metallurgical Engineering degree from UBC. Harry is a long term resident of White Rock/South Surrey and is married to a born and bred White Rock original. He has served as President of Community Brokerage Service Society and Treasurer of the REC For KIDS Society. He is a former member of Big Brothers, the Rotary Club of White Rock and the Kiwanis Club of Vancouver. Harry joined the Board of Sources in 2009.



Steve Jackson | Treasurer

Steve received his Bachelor of Commerce from the University of British Columbia in 2005 and qualified as a Chartered Accountant in 2007. After spending years auditing public entities, Steve joined CHC Helicopter in financial planning and analysis. Steve resides in Burnaby with his wife, Bessie, and two dogs. Steve is a volunteer each year as a judge for Odyssey of the Mind BC, a creative problem solving tournament for elementary and high school students. He served on the Board of Gateway Society and was acting Treasurer before joining Sources in 2010. Steve has served as the Treasurer for Sources for 4 years.



Marlyn Graziano | Director

Marlyn is Director, External and Government Affairs at Kwantlen Polytechnic University, where her main focus is community engagement and outreach. Previously, Marlyn was publisher of the Now newspaper. A journalist by training, Marlyn worked as a reporter, editor and editorial director. Marlyn is a director of the Surrey Board of Trade, Kinsmen Lodge and Semiahmoo Arts and is a member of the Semiahmoo Rotary Club. She and her husband Dave have lived in Surrey since 1988 and are the proud parents of four adult children.



Bob Dominato | Past President

Bob has a BA in Economics from SFU. He has a long history of involvement in the White Rock/South Surrey community and is a former resident. Bob has been involved with the Kiwanis club, the White Rock Historical Society, the WR Arts Council and other community groups. He has also been involved in local politics. He has been on the Board of PACS/Sources for many years, serving as Treasurer for 17 years and President for 5 years.



Lynne Morgan | Director

With an MBA from Queens University, Lynne specialised for numerous years for Warner Lambert Canada prior to setting up a consulting company, initially specializing in New Product Development for companies such as Seagrams and L'Oreal, then expanding into general business development consulting. She spent several years in Europe, living in England and Italy, which greatly broadened her perspective on many aspects in life.

Married with 3 adult daughters and 1 grandson.



Steve Dumouchelle | *Director*

Steve Dumouchelle, currently manager of the Scotiabank branch in Grandview Corners, Surrey. UBC graduate with a Bachelor of Commerce degree, major in Marketing, minor in Transportation & Logistics. Proud

in Marketing, minor in Transportation & Logistics. Proud Scotia banker for 10 years. Married to fellow Scotia banker Sandra, and ecstatic father to Ray and Cora.

Human Resource Development



Jan Armstrong

Director of Human Resource Development

Jan has been employed with Sources for 20 years.

As Sources' Director of Human Resource Development I am privileged to work with our 280+ employees who demonstrate their dedication and commitment to persons served on a daily basis.

We are so fortunate to have such an amazing, passionate workforce of individuals who are truly motivated by assisting our persons served to accomplish their goals and thrive.

In our union programs, we are pleased to announce that a five year Collective Agreement has been ratified for the sector until March 31, 2019. This agreement provides stability to the sector and impact on the recruitment and retention employees.

Sources completes an annual staff satisfaction survey which measures employment satisfaction and collects employee demographics, as well as recognition suggestions, professional development interests and other ideas and comments as it relates to a happy healthy workplace at Sources. In 2013, the survey and other collected data confirmed that our workforce is very happy, and employee turnover rates were reduced compared to an increase in turnover rates for the sector in B.C.

Additionally, in June 2013, all employees were invited to attend

our bi-annual Professional Development Event. A variety of workshops and keynote presentations were offered that staff could choose from. The theme for this event was Leadership and Diversity – understanding, embracing and celebrating our differences. Workshops included; Generations in the Workplace, Gender Differences, True Colors, Queer Competency, Building Inclusive Work Environments in Non-Typical ways and Flourishing Leadership. The keynote speaker for the event was international inspirational humorist David Roche. Approximately 180 staff members attended the event hosted at Kwantlen University (Newton Campus).

Finally, the Sources team of internal trainers expanded from three to nine instructors this fiscal year. These are individuals who provide the following training throughout the agency in addition to their regular positions: Nonviolent Crisis Intervention, Agency Overview, Occupational Health and Safety, and Medication Administration.



Congratulations to the nominees for the Above and Beyond Award at the 2014 Sources Employee Recognition Event PHOTO: Alberta Copeland, Bilal Ahmad, Johnny VanTol, Lyrae Lehtonen, Muhammad Mann, Bruce Strom, Mariann Garbacz, Candice Friend, Yvonne Adebar, Devin Sekhon, Iren Newman, Christin Win

Organizational Development

Sanjeev Nand

Director of Organizational Development

Sanjeev has been employed with Sources for almost a year.



I am pleased to have recently joined Sources. As an agency certified by the Council on Accreditation, I am excited to take on the responsibilities of continuous quality improvement, performance measurement, supporting strategic growth and contributing to organizational innovation. As I settle into the new role, my goal is to support the agency's core strengths and levels of organizational excellence. I'm looking forward to the upcoming year, as Sources' continues to develop innovative services to meet the needs of our changing community.

In terms of client demographics, client needs are diverse and multi-layered, and as a result, Sources provides a wide range of services to support their welling being. These service activities vary in scope and duration, ranging from an initial consultation to several years of support. To accurately capture levels of service activities utilized by clients, the information is presented as clients served, and as clients assessing short-term services and resources.

Clients Served: 9,953

Additional Clients Accessing Short Term Services & Resources: 17,561

Demographic	Population Surveyed	Population Breakdown	Number of Clients	Client Percentage
Gender	0.052	Male	4,334	44%
Gender	9,953	Female	5,619	56%
		0-12	593	10%
Age	5 020	13-18	483	8%
	5,920	19-59	3,802	64%
		60 +	1,042	18%
		English	3,834	80%
		French	33	1%
	4,781	Korean	16	.5%
Languages		Spanish	14	.5%
Spoken		Vietnamese	5	1%
		Mandarin/ Cantonese	42	1%
		Punjabi/ Hindi	465	9%
		Other	372	7%
	7,143	White Rock	1,715	24%
Area of Residence		Surrey	4,591	64%
		Langley	29	.5%
		Delta	158	2%
		Abbotsford / Aldergrove	4	1%
		Northern BC	103	1%
		Tri-cities	37	.5%
		Lower Mainland	506	7%



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.

Child, Family & Counselling Services



Howard Schein

Director of Child, Family and Counselling Services

Howard has been employed with Sources for 19 years.

This has been a year with both new and exciting initiatives and difficult farewells. Sources staff said goodbye to Winter House, which provided over 30 years of excellent care, with a staffing group that was dedicated and skilled.

WINTER HOUSE WAS A RESIDENTIAL PROGRAM
THAT WAS ONE OF THE ORIGINAL PROGRAMS
OF PEACE ARCH COMMUNITY SERVICES AND
STARTED IN 1981. WINTER HOUSE PROVIDED
EMERGENCY AND STABILIZATION CARE TO AT
RISK YOUTH BETWEEN THE AGES OF 13 AND 18
YEARS OLD. IT SERVED YOUTH FROM ACROSS
THE SOUTH FRASER REGION INCLUDING WHITE
ROCK, SURREY, DELTA, AND LANGLEY.

An exciting initiative over the past year saw the Division of Family Practice in White Rock; engage with our Counselling Services to provide 1,500 hours of counselling sessions to the patients of physicians in White Rock and South Surrey. The doctors would identify clients who could benefit from short term counselling services and refer them directly to our services. After an initial start-up period the program exceeded expectations to the point that further funding was provided by the Division and they continue to seek funding streams for further services. After a poll of the Doctors by the Division, this particular service was rated as most needed of all their initiatives.

Throughout the year we have been blessed with excellent dedicated staff doing wonderful work with our clients.

PROGRAM PARTICIPANTS' TESTIMONIALS

"I always feel heard and am provided with great tools to cope with life."

"The counselling that I have received has helped me to better understand and cope with (my husband's) misuse of alcohol. I feel much stronger and confident in my decisions as a result."



Sources Counselling Services provides confidential, professional calibre clinical counselling to individuals and families at rates that are affordable for members of the community. Counsellors hold a Master's degree and are registered with professional regulatory associations. Counselling addresses such presenting challenges as relationship conflict, parenting and family dynamics, trauma, stress and anxiety, play therapy for children, depression, grief and loss, workplace difficulties, and sexual identity. Workshops and counselling groups are offered when a need for services are identified in the community.

CHILD AND YOUTH MENTAL HEALTH

The mandate of the Mental Health Child & Youth Program is to provide services to children and youth aged 6 to 18 who have been identified by the Ministry as having behavioural, social, emotional or mental health issues.

Sources recently added a position to our family services contract to provide therapy support to Circle Five Aboriginal Child and Youth Mental Health.

PROGRAM PARTICIPANTS' TESTIMONIALS

"The service provided was very professional and helped with my client's mental treatment plan. The client reported feeling listened to and liked the services being provided were what were needed at the time and realistic for client's abilities at that time."

"Communication was excellent. My child had anxiety issues and we always communicated about these positive visits and fun activities and improved social skills."

Child, Family and Counselling Services (Contd.)

FAMILY CONNECTIONS CENTRE

The Family Connections Centre (FCC) is designed to help families identify and implement more effective solutions to the problems created by ongoing conflict. We work with youth and their parents to recognize their strengths and identify areas for growth. Continued support is offered through our After Care services to families who have been discharged from the residential program.

PROGRAM PARTICIPANTS' TESTIMONIALS

"Caring, committed & communicative. Followed thru on consequences. Genuinely cared about my son."

"I liked the ongoing support given by all staff. The family appointments gave a different perspective on our family issues."

POSITIVE BEHAVIOR SUPPORT SERVICES

Serving the Lower Mainland and Northern BC, the program provides Positive Behaviour Support (PBS) Consultation Services to families of children with an Autism Spectrum Disorder or severe behaviour challenges. Behaviour consultants work in the home and community, along with the family and other caregivers to identify the family's goals, conduct Functional Behaviour Assessments, create child specific Positive Behaviour Support Plans, teach the family and caregivers how to implement those plans and monitor the implementation of those plans. The Positive Behaviour Support program follows best practice and industry standards in providing high quality Positive Behaviour Support.

PROGRAM PARTICIPANTS' TESTIMONIALS

"I felt that our consultant was a huge help to my son's progress. I would recommend him highly to any family."

"I have appreciated [Consultant's] hard work with our son! She is innovative and does a fantastic job! I would definitely recommend and Sources!"

FETAL ALCOHOL SPECTRUM DISORDER (FASD) KEYWORKER PROGRAM

The program introduces the PBS model, a system of functional behaviour analysis. Starting with the creation of a plan based on desired behaviour change, the plan is implemented with the support and involvement of the caregiver then is reassessed and adapted if necessary. The FASD Keyworker also provides education, advocacy, information and connection to community resources and referrals that includes parent support and networking. All service plans build on the family ecology and the strengths that lay within.

YOUTH JUSTICE

The mandate of the Youth Justice Program is to provide services to youth and their families who have been identified by their probation officer as having serious behavioural, social, emotional, and/or mental health issues. Our goal is to work closely with the youth to increase their ability to develop positive relationships with their family and others in the community thereby lowering rates of recidivism. The Youth Justice Program also supports youth community work service hours, curfew checks, and general one to one support.

PROGRAM PARTICIPANTS' TESTIMONIALS

"Developing a safe relationship with the client's mother."

"Commitment to engage with youth. Really appreciated workers openness to engage with youth in any way that worked for youth. Worker was very supportive of youth and empathetic of issues but realistic in assessment of needs and goals."

FAMILY SERVICES

Family Services provides therapeutic and outreach services to families and children where child protection or mental health is a concern. These referral-based services include:

• Family Therapy provides a variety of specialized clinical services to children and families including individual, family, relationship and child therapy. The therapeutic process builds on an attachment based perspective to enhance relationships by increasing empathy and mindfulness while encouraging individuals to gain awareness to their own strengths.



- Family Development Response (FDR) provides services to families where there is a LOW to MODERATE risk to the children based on MCFD's assessment and determined that FDR is the most appropriate intervention
- Family Reunification and Preservation is an alternative to removing children from their families where there is a high risk of harm to the children or where children have been removed and there is a plan for them to return to their home.
- **Visitation and Access** provides supervised visitation to children and their families where children were placed into foster care and there is a plan for their return. Supervised visitation also includes parent education and support.
- Child and Youth Mental Health Therapy provides clinical services to children and families. Services are provided to children, youth and their families where the child or youth has or may have a mental health diagnosis and are experiencing challenges.
- **Child and Family Workers** provide support to families and children where the child's mental health is a concern. Services provided are outreach based and focused on increasing children's emotional coping.

PROGRAM PARTICIPANTS' TESTIMONIALS

"Our family counsellor is excellent!"

"The art therapy was extremely helpful."

"Enjoy building trust and relationships with kids, and making it fun"

"Communication was key, our child was excited to go to the group each week"

"My child learned to relax when not feeling happy."

"Very happy this kind of group is available to kids like ours! Thank you!"

FACT SHEET

ADDICTION SERVICES:

- 435 Clients served
- 320 New admissions

COUNSELLING SERVICES:

- 443 Clients served
- 376 New Admissions
- 1,899 Counselling Sessions

FAMILY CONNECTIONS CENTRE:

- 14 Residential families
- 3 in outreach (non-residential)

POSITIVE BEHAVIOUR SUPPORT SERVICES:

- Lower Mainland: 104 families
- PBS Northern BC: 49 families

FASD:

• 16 clients

FAMILY SERVICES:

- 121 Families served consisting of 316 individuals overall.
- In the CYMH portion of this contract 77 families were served totalling 176 individuals

YOUTH SERVICES:

- Child and Youth Mental Health: 67 Clients served
- Youth Justice: 30 Youth served

Employment & Community Services



Sandra Galbraith

Director of Employment and Community Services

Sandra has been employed with Sources for 17 years.

SOURCES ADVOCACY PROGRAMS

Located in Surrey – Newton, Sources Advocacy programs consist of Mental Health Advocacy, Disability Support, Homelessness Outreach, Housing Loss Prevention, Sources Rent Bank, and the Poverty Law Program. The team – including six advocates, an outreach worker, a Rent Bank coordinator, and two client support staff – provides support for individuals who are homeless or at risk of homelessness. The Newton Resource Centre also hosts free income tax and pro-bono law clinics. Highlights from the year include the Homelessness Awareness March in October; the purchase of a program van for our homeless outreach services; and the first annual Coldest Night of the Year fundraising walk benefitting Sources Rent Bank. The Newton site was also the "hub" for Surrey's Homeless Count in March.



Back Row, left to right: Bruce, Sunny, Millicent, Jenna, Soraya, Sandra and Susan; Front row, left to right: Ana, Kateryna, Jasmine, Natasha & Tatiana.

SOURCES WORKBC EMPLOYMENT SERVICES CENTRES

Funded by the Ministry of Social Development and Social Innovation (MSDSI) under the Employment Program of British Columbia (EPBC), Sources' WorkBC Employment Services Centres provide employment services to unemployed residents in Cloverdale and South Surrey/White Rock. The Cloverdale Centre also administers financial supports for the provincial apprenticeship program.



Sources CEO, David Young & Program Manager, Minakshi Bagai address local employers and entrepreneurs at the "Business After Business" event held at the White Rock & South Surrey WorkBC Employment Services Centre

PROGRAM PARTICIPANTS' TESTIMONIALS

"Thanks for your help in obtaining funding for training. I now have a job in my preferred field of interest!"

"If I hadn't taken the resume or any other workshops, I wouldn't be getting interviews. So helpful!"

SOURCES EMPOWERMENT SERVICES

Empowerment Services – located at the Newton Resource Centre – is a satellite program for the Cloverdale, South Surrey, and Whalley WorkBC Employment Service Centres. Programming includes a nine week group for women who have experienced violence or abuse and who wish to enhance various life skills with the eventual goal of pursuing employment.

PROGRAM PARTICIPANTS' TESTIMONIALS

"I walk with confidence now; head held high, I can speak my mind without feeling guilty; I feel empowered."

"This program "helped me to understand who I am and why situations in my life weren't working."

ADEQUATE INCOME, A PLACE TO CALL HOME, AND A REWARDING IOB IS NOT TOO MUCH TO ASK.

Adequate income, appropriate housing, and a rewarding job – most of us who have these likely take them for granted, but day after day our Advocates, Employment Counsellors, and various other staff at Sources help people to preserve or achieve what are truly human rights but what are out of reach for so many. We wish the world didn't need advocates and counselors to help people find good homes and jobs, but we will do this work as long as it is needed.

More of the same is how we intend to proceed into the coming year. We do, however, anticipate a few significant changes in both the advocacy and employment programs.

Housing First is a new federal initiative that will change the way we support individuals who are homeless. Although we face a number of challenges with this new model – the lack of affordable housing being the primary concern – we are optimistic about the positive outcomes that have been demonstrated in similar models across Canada and around the world.

In employment, we foresee some required changes to staffing and facilities – moving and enhancing resources based on changing client needs. We intend to improve on-site services for specialized populations including plans to recruit new Customized Employment Specialists to provide better support to individuals with disabilities and multiple barriers to employment.

Although we anticipate challenges along the way, it is with optimism that we approach the coming year.



Job Developer, Nicole Worden and Program Manager Cheryl Scardifield set up and information table at the Cloverdale Rodeo "Bed Race" event

FACT SHEET

THE ADVOCACY PROGRAMS:

- 5,000 service requests
- 3,242 assisted low and no income clients (includes 1,606 with short-term assistance and referral
- 1,356 one-to-one advocacy
- 15 Rent Bank loans
- 280 people attend workshops over the year

EMPOWERMENT SERVICES:

• 137 Clients served

WORKBC EMPLOYMENT SERVICES:

Cloverdale Centre:

• 1,866 jobseekers served, including 875trades apprentices

White Rock & South Surrey Centre:

- 782 Clients served
- 70 training or self-employment opportunities
- 500 attended job search and career exploration workshops
- 490 visits to the centre

CLIENT DEMOGRAPHICS:

•	Male	53%
•	Female	47%
•	Youth (16-18)	5%
•	Adults (19-44)	59%
•	Adults (45-59)	30%
•	Seniors (60+)	6%

Community Living Services



Kelly Ridding

Director of Community Living Services

Kelly has been employed with Sources for 20 years.

COMMUNITY LIVING SERVICES

Sources' Community Living and Early Childhood Development (ECD) services experienced another year of growth in 2013/14. With ten programs and 150+ staff serving over 1000 individuals on direct caseload and thousands more through events and groups, there is never a dull moment in this busy department. Our active and entertaining community inclusion participants, engaging long term residents and our families of little ones facing developmental concerns keep us inspired to face challenges head-on. The reward for our work comes in the triumphs and achievements, no matter how small, of those we serve.

Thanks to the creativity of the management team and the dedication of staff to the well-being of those we serve, the Community Living and ECD programs are thriving. From the restructuring of the Infant Development Program (IDP) to the steady growth of Home Sharing, the reduction of behavioural incidents to inspiring adults with disabilities to envision employment in their future, these programs never settle for the status quo. Our programs rest solidly on the foundation of accreditation and Sources' commitment to continuous evaluation of service quality. This foundation allows us to welcome results from our participation this year in the Provincewide "Include Me!" project, celebrating our successes and embracing the opportunity to improve where required. Based on the Quality of Life indicators scale developed by Dr. Shalock, the resulting data from this client survey has prompted us to evaluate service priorities and methods of client engagement. Our foundation also provides us with the courage to venture in to new territories to address observed gaps in ECD services, a long-held vision that is finally coming to fruition.

The year ahead holds endless possibilities for continued growth of our services, those we serve, and potential that remains undiscovered. It is an exciting time! Thank you to our funders, Community Living BC and Ministry of Child and Family Development, for their support and involvement. Thanks also to the program staff teams, management team and our community supporters for the care invested in these valuable services.

PROGRAM PARTICIPANTS' TESTIMONIALS

"We are entirely happy with [our sons] placement and feel that [his caregiver] does a wonderful job and is extremely conscientious."



Doug & Sukhi - Archway House

RESIDENTIAL PROGRAMS

Sources operates five residential programs for adults with developmental disabilities. Stayte House and Archway House are located in Surrey, while Primrose Centre, Chestnut House, and Georgia House are located in Delta. All five programs are permanent homes to their residents.

Daily life for residents in all five of Sources' homes is kept full and interesting at home and in the community. Most of the homes have been in operation for decades. Residents require full care and have various developmental and in some cases physical, disabilities. All three homes in Delta serve residents with autism while the two homes in Surrey serve individuals with various disabilities, including cerebral palsy, Down Syndrome and autism.

Residents are actively engaged in their community and participate in activities such as Special Olympics sports, community events, concerts and professional sports games, day trips, and in some cases overnight vacations to locations such as Whistler, Victoria, and Seattle. Overnight trips provide our residents with new experiences, sights and sounds as well as the opportunity to practice life skills while planning for the trip. Our residents greatly benefit from having something in their lives to look forward to, as we all do, and special activities outside the everyday provide that positive, uplifting experiences. Not all activities are on a large scale like an overnight excursion. Residents develop ties to their neighbourhood by accessing generic services including doctors, dentists, libraries, shops, community centres, and neighbourhood parks.

All five residential programs are funded by Community Living BC. Always looking for ways to offset cost pressures and allow for purchase in unfunded activities or goods, programs welcome monetary contributions. Stayte House raises funds for resident vacations through FundScrip gift card sales. The program raised \$1,615 this year. Other residences have received generous donations from families of residents and grants from community organizations.



Rose, Stayte House



Dave at Operation Trackshoes, Victoria

Community Living Services (Contd.)

COMMUNITY INCLUSION PROGRAMS

Sources operates three community inclusion programs. Crossroads and Ventures are located in Delta while the Life Skills Centre is located in Surrey. As part of program delivery, individualized client-centred supports are designed based on need. These supports include vocational pursuits, employment preparation, volunteerism, health and wellness promotion, recreation and leisure activities, community and cultural activities, social development, communication development, behaviour support, and arts and music activities.

Crossroads and Ventures are located in Ladner and primarily serve individuals with autism. Crossroads maintains an emphasis on vocational activities and supports two individuals in mainstream employment and others with internally created vocational activities in preparation for community-based employment. Ventures' focus is on the development of communication skills, behaviour modification, and participation

in community-based activities. Both Crossroads and Ventures have a home base but the service is largely delivered external of the facility.

The Life Skills Centre provides life skills training to adults who live with intellectual challenges through various modules. The program offers 1:1 community-based life skills teaching, a weekly Social Club with a membership of 75 individuals, two Community Kitchens, hosts the monthly meetings of the Surrey Self- Advocates, and a community inclusion program providing social- recreational activities and pre-vocational training options. While the Life Skills program is large and encompasses a variety of service areas, it may best be known for the "Events Unlimited" group. This musical-theatre group has produced over 27 productions at various community venues, including the Surrey Arts Centre.



"Cinderella" May 28, 2014 Ashley Sales, Michelle Hoare and Deldine Chang

HOME SHARE PROGRAM

Home Sharing is an innovative program the supports individuals to live in a natural home environment within the community. Individual wants and needs are matched with Home Share Providers (care providers) based on their personality, interests and lifestyle preferences. Individuals living in a home share environment may occupy a room or an independent suite. Well matched home share placements increase placement longevity, creating a higher level of continuous support thus providing a stable healthy environment to grow and learn. Clients report a high level of satisfaction for feeling safe and happy with living arrangements. Sources oversees home shares in Abbotsford, Surrey, Delta and New Westminster.

EARLY CHILDHOOD DEVELOPMENT SERVICES

Sources' serves families with children aged zero to three who have, or are at risk of having, developmental delays. Comprised of three specialized components the Early Childhood Developmental Services include: The Infant Development Program, Early Years Development Program and the Community Development Program.

The Infant Development Program (IDP) aims to help parents develop a sense of competency in their role and an enjoyment of the parent-child relationship, in spite of challenges they are facing. Consultants support parents in making optimum use of available services in the community and in building

their knowledge of factors related to the overall growth and development of their child. Infant Development Program services include home visits, group experiences and joint visits with community professionals.

The Early Years Development Program has been providing services to the at-risk and under three populations for over twenty years. Recognizing a gap in community services for children aged three to four who are not yet eligible to attend preschool, Sources began the Social Communication Group Pilot, providing parent education in a play environment focusing on developing skills. Many of the children attending this group are at risk for or diagnosed with autism. Future plans include providing group experiences which target specific developmental concerns at different sites, focusing on areas where there has been a large growth in population

The Community Development Program is geared towards creating a more formalized presence in the community of child development education for professionals and families. At present, Sources staff have presented at a number of workshops and conferences throughout the Lower Mainland and a plan is to develop an extensive assessment training workshop series for the community.

FACT SHEET

RESIDENTIAL PROGRAMS:

• 22

COMMUNITY INCLUSION PROGRAMS:

• 166

HOME SHARE PROGRAM:

• 21 - Home Share Placements

THE INFANT DEVELOPMENT PROGRAM:

- Active Caseload 886 families
- IDP Groups 1,765 individuals
- Community Support at Groups 3,032 individuals.

Women, Seniors & Community Services



Denise Darrell

Director of Women, Seniors and Community Services

Formerly the Executive Director of South Fraser Women's Services, Denise has been with Sources for 2 years.

NOBODY CAN DO EVERYTHING,
BUT EVERYONE CAN DO SOMETHING

With a lens for the unique funding challenges faced by programs serving low-income and high –need populations, actions were taken to improve the long-term financial sustainability of programs while maintaining the integrity of our mission social wellness for our community.

The Food Bank's lease expiry resulted in a decision to invest in our own building, providing long –term stability for the clients we serve on the Peninsula. A "Build the Bank" capital campaign offset expenses incurred for essential items such as seismic upgrades, shelving, refrigeration etc.

A re-structuring of the volunteer program and subsequent move created an opportunity to invest more into programs that are addressing identified community gaps in services. Private donations in lieu of a fixed fee for service have not kept up with the pace and demand, placing more of a financial burden on already limited resources. Particularly hard hit is the volunteer driving program relied on by seniors with mobility issues, requiring a transportation and accompaniment to medical appointments as far away as UBC and Vancouver.

Sadly, we are witnessing seniors facing increased food related poverty issues. A reliable indicator is the surge of seniors and persons with disabilities registered at the food bank. More women employed in part time, casual jobs and senior women with little income are accessing the Women's Place free hot lunch program. We must pay attention, seniors on fixed incomes and the working poor are growing demographics; we need to be ready to meet the basic needs of the older adults and families in our neighborhoods.

Fortunately, we carry out direct service activities related to issues of poverty and have secured some funding to deliver additional programs related to food security. A mobile food program, (delivering a meal to eligible individuals who are homeless or at risk of homelessness) will start up before the winter and the completion of the renovations for the new kitchen program at the food bank will be in the fall.

We look forward to opening a café at the South Surrey Recreation & Arts Centre, a new social enterprise with support from the City of Surrey. Sources Connection Café and Catering will be an inter-generational café that engages youth and seniors, both with employment and volunteer mentorship opportunities,

Many thanks to our volunteers, donors and our community supports, it is because of your contributions we can offer essential programs and services to those that need assistance, many of them makeup the fabric of our community.

WITHOUT A SENSE OF CARING, THERE CAN BE NO SENSE OF COMMUNITY.

ANTHONY J. D'ANGELO





FOOD BANK RESOURCE CENTRE

Sources Food Bank Resource Centre has been serving the White Rock and South Surrey area for 32 years and has relocated to a newer, permanent building. Our mission is to provide food and support to community members living on a low income, to raise awareness about poverty and to involve the community to provide better services. The Food Bank is funded entirely by community and private donations.

As a member of Food Banks Canada, our mandate is to provide 2 days' worth of food per person, per week and supplementary healthy lunch items for school age children. Families with infants also have access to diapers, formula and other necessities.

Our Food Bank services have expanded with the addition of a "Mobile Food Bank" that delivers food to eligible community members that are facing health or mobility issues. With support from the community, a new "Food for Thought Garden" was created next to the Food Bank and the green space in front of the building was transformed into an edible landscape. These two initiatives allow the Food Bank to provide fresh produce to recipients.



A few of Sources 367 dedicated volunteers.



Employees of KN&V Chartered Accountants build the "Food for Thought" community garden at the Food Bank.

PROGRAM PARTICIPANTS' TESTIMONIALS

"Thank you so much for facilities like this. This helps our family get through the weeks and worry a great deal less about making sure food is getting to my children."

"Very good at making me feel okay about being here."

Women, Seniors and Community Services (Contd.)

LEGAL INFORMATION AND ADVOCACY PROGRAM

The Legal Information & Advocacy Program has provided a continuum of legal services to women since 2000. The program offers free legal information, advocacy, and resources as it relates to family law issues (i.e. separation, divorce, parenting arrangements, and child support). Advocacy is available in English, Punjabi, and Hindi languages.

The program recently received project funds from the Law Foundation of BC to pilot a Modified Legal Representation Project. The first of its kind in BC, this project will partner advocates with lawyers to provide legal representation to clients with family matters in Supreme Court.

PROGRAM PARTICIPANTS' TESTIMONIALS

"I was lost in a new country and your advice and help gave me the strength to face this bad situation."

"Without the advocacy services I would not have been able to pursue my case."

Sources Concierge - a Social Enterprise

The mission of Sources Concierge is to provide stable employment and liveable wages to women with multiple barriers while offering premium House, Office and Senior Support Services. The social enterprise serves White Rock, Surrey, Delta and Langley. Sources Concierge is diversified and unique – one phone call provides access to helpful and timely services. Our services offer errands, deliveries, home, office, and strata cleaning, packing, and move out cleans and senior non-medical support services. We are a sub-contractor for Seniors Come Share Society, delivering non-medical seniors' support services for the Better at Home program.

PROGRAM PARTICIPANTS' TESTIMONIALS

"I appreciate the friendliness of the concierge, always go beyond, Kitchen/bathroom everything spotless."



The Hot Lunch program at Women's Place is entirely run by volunteers.

STOPPING THE VIOLENCE - TRAUMA COUNSELLING PROGRAM

Professional Masters-level counsellors with specialized training in trauma and abuse provide services in two locations, South Surrey and Newton. The program offers free individual and group counselling to women who have experienced any or all of the following: childhood trauma, emotional, physical, sexual abuse, rape and assault, and or intimate partner violence.

The program provides immediate crisis counselling (6-8 sessions) for women physically or sexually assaulted within the last six months. Throughout the year, several therapy groups and workshops designed and facilitated by counsellors were delivered. Women's Place was involved with the EVA BC and the BC Lions program, Be More than a Bystander: Break the Silence on Violence Against Women.

PROGRAM PARTICIPANTS' TESTIMONIALS

"At last, a safe place to just be me and share my experiences without being shamed, blamed and learning how to grow my life skills tool belt to address ongoing safety issues, and challenges from personal relations to ongoing court challenges."



Christmas Meal Service at Women's Place

VOLUNTEER SERVICES

Volunteer Services contributes to the community by extending volunteer programming; Shop-by-Phone, Volunteer Wheels, Community Information, Income Tax and Community Visiting all rely on the many volunteers that support Sources. Through Volunteer Services, qualified volunteers were deployed and participated in the success of the following centres and community events:

Centres:

- Food Bank
- Woman's Place Resource Centre
- Infant Development Program
- · Life Skills Program
- Newton Resource Centre

Community Events

- First United Christmas Day Community Dinner
- Camp Alexandra and Cloverdale Festivals
- Seniors 50+ Expo
- · Coldest Night of the Year
- · White Rock Sea Festival
- · Pebble Pedal to the Pier

Surveys conducted with clients reported improved access to community services, dental and health care, benefit entitlements and were able to maintain greater independence because of our programs.



The Coldest Night of the Year event raised in excess of \$45,000 for the Sources Rent Bank.



In excess of 30 teams and 250 walkers participated in our 1st Annual Coldest Night of the Year Fundraising Event.

FACT SHEET

FOOD BANK:

• Distributed 15,786 hampers to 1,711 individuals in 868 households (299 – White Rock & 569 South Surrey)

LEGAL INFORMATION & ADVOCACY PROGRAM:

- 715 clients served in person
- 73 court/lawyer accompaniments
- 3,788 phone appointments
- 74 clients received Pro Bono legal advice

SOURCES CONCIERGE - SOCIAL ENTERPRISE:

- Concierge employed 27 women
- Served 149 customers and completed 2,650 appointments

TRAUMA COUNSELLING PROGRAM:

- 1,574 counselling sessions provided to 226 women
- 199 crisis calls taken
- 7 support groups offered

WOMEN'S PLACE DIRECT SERVICES:

- 6,953 hot lunches provided
- 3,708 bags of clothing distributed
- 436 laundry/shower facilities used
- 7 support groups offered

VOLUNTEER SERVICES:

- 27,826 Volunteer hours provided by 367 volunteers
- 1980 requests for Shop-by-Phone Services -19% increase from last year
- 582 Clients Served 21% increase in Income Tax services
- 379 clients seen by volunteer dentists, assistants and hygienists

OUR FINANCIALS



Janet Weber

Chief Financial Officer

Janet has been employed with Sources for 1 year.

It is my pleasure to submit the audited Financial Statements for the year ended March 31, 2014 for Sources Community Resources Society. Our strong operating results for 2014 reflect the collective efforts of our dedicated staff and volunteers. Sources is on a solid financial footing, and ready for what comes in the year ahead.

Our primary goal in Finance is to help our Program Managers and Divisional Directors make informed decisions using clear

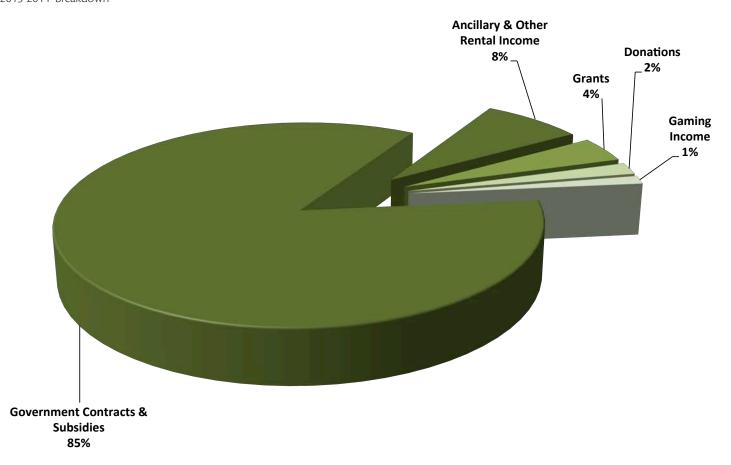
financial information, giving them confidence in the choices they make, resulting in the most beneficial outcomes.

We are very fortunate here at Sources in that we can measure our positive results not only in financial terms, but in what is reflected back to us in the communities we serve.

Many thanks to our volunteers, donors and to all of our community supports. It is because of your contributions we can offer programs and services to those in need.

FUNDING REVENUE SOURCES

2013-2014 Breakdown



Financial Statements - Audited

SOURCES COMMUNITY RESOURCES SOCIETY STATEMENT OF FINANCIAL POSITION

MARCH 31, 2014 AND 2013

		2014	2013
			(Note 3)
ASSETS CURRENT ASSETS.			
CURRENT ASSETS: Cash and cash equivalents (Note 4)	\$	924,428	\$ 648,73
Cash and cash equivalents - restricted (Note 4)	Ψ	866,312	1,070,44
Accounts receivable		852,913	968,99
Inventory		1,816	2,22
Government agencies receivable		23,450	335,03
Loans receivable, rent bank, current portion		31,868	46,08
Prepaid expenses		137,642	210,61
Total current assets		2,838,429	3,282,13
LOANS RECEIVABLE, RENT BANK, net of current portion		11,638	24,54
CAPITAL ASSETS (Note 5)		7,000,271	6,864,61
	\$	9,850,338	\$ 10,171,29
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES:	A	1 001 650	4.2040
Accounts payable and accrued liabilities	\$	1,031,678	\$ 1,384,976 550,18
Deferred contributions (Note 6) Callable debt, due within 12 months (Note 7)		577,772 126,888	126,88
Long-term debt, current portion (Note 8)		7,319	7,07
Current liabilities, before callable debt		1,743,657	2,069,12
Callable debt, net of amount due within 12 months (Note 7)		2,264,293	2,397,48
Total current liabilities		4,007,950	4,466,60
LONG-TERM DEBT, net of current portion (Note 8)		81,260	88,60
DEFERRED CAPITAL CONTRIBUTIONS (Note 9)		316,331	299,70
Total liabilities		4,405,541	4,854,92
NET ASSETS:			
Net assets invested in capital assets		4,204,181	3,944,85
Internally designated net assets (Note 10)		866,312	1,070,44
Unrestricted net assets		374,304	301,07
Total net assets		5,444,797	5,316,37
	\$	9,850,338	\$ 10,171,29

Harry White

Steve Jackson

Chartered Accountants LLP

The accompanying Notes are an integral part of this statement.

Financial Statements - Audited

COMBINED STATEMENT OF REVENUES AND EXPENSES FOR THE YEARS ENDED MARCH 31, 2014 AND 2013

	2014	2013
		(Note 3)
REVENUE:		
Provincial contracts (Note 13)	\$ 14,852,137	\$ 13,949,829
Federal contracts (Note 13)	326,351	331,372
Subsidies - B.C. Housing Management Commission	21,880	13,656
Donations -		
P.A.C.S. Foundation (Note 14(e))	136,301	313,859
United Way	1,552	748
Other	202,985	179,230
Grants -		
Gateway Austism Foundation (Note 14(f))	10,210	-
P.A.C.S. Foundation (Note 14(e))	-	75,000
United Way	192,728	128,575
Law Foundation	226,000	209,000
Other	297,874	171,159
Gaming income	236,046	256,767
Earned income (Note 14(c) and (d))	1,398,962	1,281,272
	17,903,026	16,910,467
EXPENSES (Schedule)	17,772,418	16,906,363
Excess of revenues over expenses before loss on disposal of capital assets	130,608	4,104
LOSS ON DISPOSAL OF CAPITAL ASSETS	2,185	-
Excess of revenues over expenses	\$ 128,423	\$ 4,104

SCHEDULE OF EXPENSES FOR THE YEARS ENDED MARCH 31, 2014 AND 2013

	2014	2013
		(Note 17)
Amortization	\$ 297,02	\$ 209,724
Building occupancy	334,26	300,422
Employee benefits	2,295,600	2,297,863
Food and residential care costs	221,09	270,760
Interest	79,469	7,596
Office	556,43	573,261
Program furnishings and equipment	148,93	127,707
Program materials and activities	1,754,220	1,334,068
Public relations	24,80	57,430
Purchased services	1,660,212	1,360,927
Recruitment and staff development	93,650	90,113
Rent (Note 14(g))	733,712	924,258
Salaries	9,276,26	9,071,049
Travel	296,720	281,185
	\$ 17,772,413	\$ 16,906,363

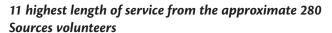








THANK YOU SOURCES' VOLUNTEERS



Bob Dominato – 32 years of volunteer service to Sources on the Board of Directors – Past President/Vice President.

Flora Young – 30 years of volunteer service to Sources in the Food Bank Food Distribution and Special Events.

Sam Young – 30 years of volunteer service to Sources in the Food Bank (food deliveries, Christmas lights, crowd control) and Special Events.

Theresa Livingstone – 29 years of volunteer service to Sources in the Food Bank, Food Division and Distribution.

Rowena Leivo – 28 years of volunteer service to Sources in the Food Bank as a Food Sorter.

Betty-Anne Peers – 22 years of volunteer service to Sources in the Food Bank, Attendance and Special Events.

Joan Smith – 22 years of volunteer service to Sources in the Shop–by-Phone program as phoner and formerly program coordinator.

Margaret Wilson – 21 years of volunteer service to Sources in the Shop-by-Phone program as the coordinator and Special Events.

Barbara Kaburda – 19 years of volunteer service to Sources in the Shop-by-Phone program as a Shopper.

Orland Carle – 17 years of volunteer service to Sources in the Food Bank, Food stocking and storage, operations, main handyperson and Special Events.

Jean Ross – 17 years of volunteer service to Sources in the Shop-by-Phone program as a Shopper.

















FOR YOU OR SOMEONE YOU CARE ABOUT

SEEK HELP | VOLUNTEER | DONATE

www.sourcesbc.ca





