



sources

COMMUNITY RESOURCE CENTRES

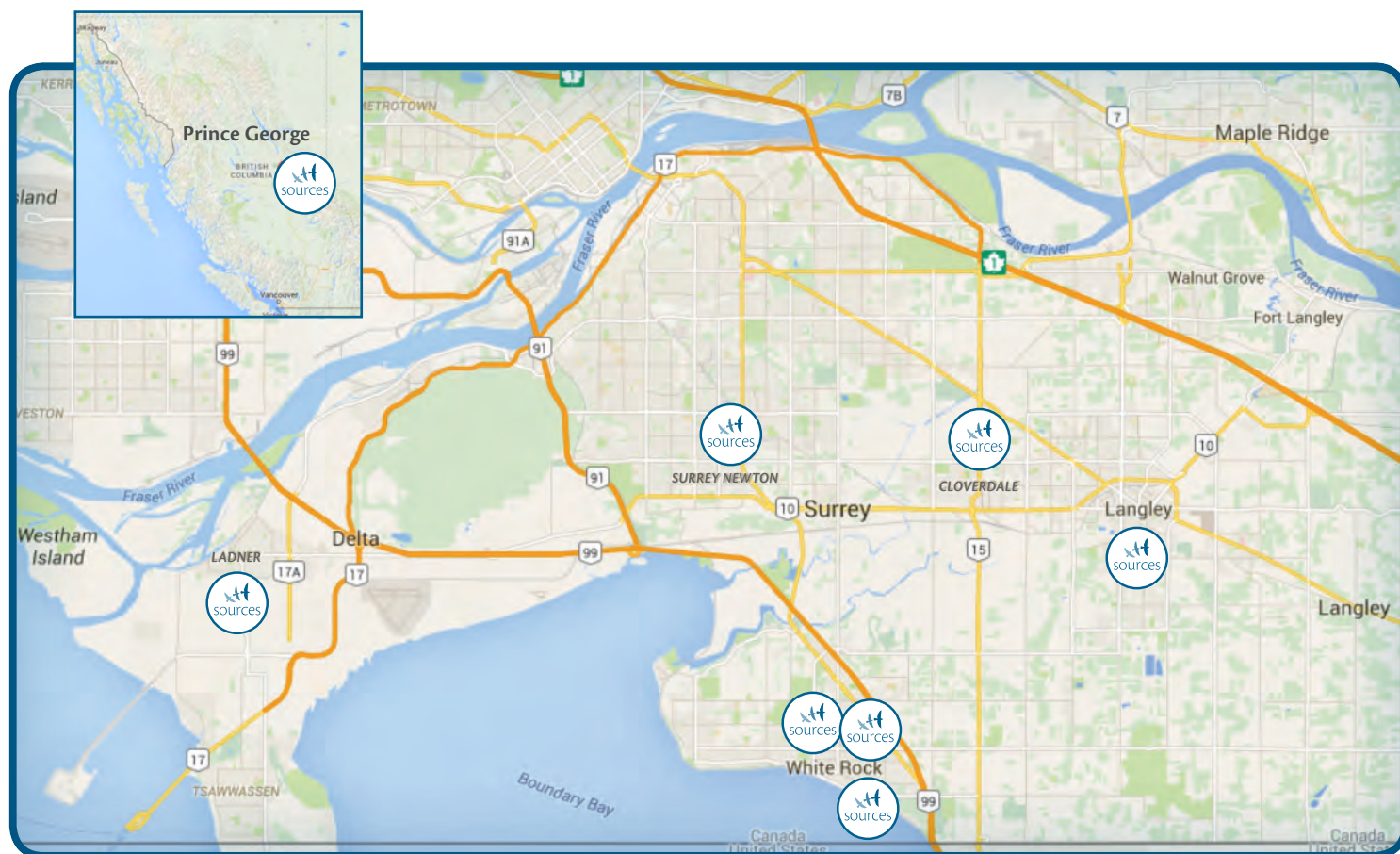
ANNUAL REPORT

APRIL 1, 2014 - MARCH 31, 2015



"social
wellness
for our community"

Our Community Resource Centres at a Glance



PEACE ARCH RESOURCE CENTRE

WHITE ROCK, BC

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

WOMEN'S PLACE RESOURCE CENTRE

WHITE ROCK | SURREY

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

PRINCE GEORGE RESOURCE CENTRE

NORTHERN BC

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

NEWTON RESOURCE CENTRE

SURREY, BC

102 - 13771 – 72A Ave.
Surrey, BC
V3W 9C6
T: 604-596-2311
F: 604-596-2319

LADNER RESOURCE CENTRE

DELTA, BC

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

FOOD BANK RESOURCE CENTRE

WHITE ROCK | SOUTH SURREY

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

FOOD BANK RESOURCE CENTRE

LANGLEY

United Church
5673 – 200th St.
Langley, BC
V3A 1M7
T: 604-531-8168

EMPLOYMENT SERVICES CENTRE

WHITE ROCK | SOUTH SURREY

208 - 1461 Johnston Rd.
White Rock, BC
V4B 3Z4
T: 604-542-7590
F: 604-531-6740

EMPLOYMENT SERVICES CENTRE

CLOVERDALE

101 - 5783 – 176A St.
Cloverdale, BC
V3S 6S6
T: 604-576-3118
F: 604-576-3119

For more information on Sources Community Resource Centres, please visit:

www.sourcesbc.ca



/SourcesCommunityResourceCentres



/SourcesBC



/SourcesCommunity



/company/Sources



/SourcesBC

At Home in your Community

MISSION

To serve individuals and families through a variety of social wellness programs operated out of a number of community resource centres.

ABOUT SOURCES

Sources is an internationally-accredited, community-based not-for-profit agency that has served as a dependable source of help, encouragement and hope for individuals in the communities of White Rock, Surrey, Delta, Langley and beyond for over 35 years.

Nearly 30,000 clients from across the Lower Mainland come to us for help each year.

We offer a variety of programs through fifteen locations, including community resource centres, that are continually expanding to meet individual and community needs.

We strive to create more vibrant and resilient communities by offering support to children, youth, families, persons with disabilities, seniors, and others who are coping with isolation, addiction, poverty, disability and conflict. We also support our communities through leadership, education and volunteerism.

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Board of Directors



Gary Hollick
President

Gary is the President of Sources Board of Directors, President of Corner Stone Health Care and past 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. Gary joined the Board of Sources in 2011.



Harry White
Past 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. Steve volunteers 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 joined Sources in 2010.



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.



Steve Dumouchelle
Director

Steve is manager of the Scotiabank branch in Grandview Corners, Surrey. He is actively involved in a number of fundraising activities at Scotiabank throughout the year, including for BC Cancer Society, Paws for a Cause, Heart and Stroke Foundation, Peace Arch Hospital Foundation and more. Steve is a UBC graduate with a Bachelor of Commerce degree, major in Marketing, minor in Transportation & Logistics. A proud Scotia banker for 12 years, Steven is married to fellow Scotia banker Sandra, and father of two, Ray and Cora.



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. She is married with 3 adult daughters and 1 grandson.



Bruce Hayne
Director

Bruce is an accomplished business owner and elected Municipal Councillor with the City of Surrey. Bruce has owned and managed a creative advertising agency for the past 15 years in Surrey and been a partner in a publishing firm. Bruce attended Ryerson University College, majoring in marketing and business management. He also completed Grade 9 Royal Conservatory of Music in classical performance. A Surrey resident since 1993, Bruce currently lives in Cloverdale with his wife and two children.



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.



Randy Taylor
Director

Randy Taylor has practiced as a lawyer in a private firm in White Rock since 1978. He is married to Joanne and has three adult sons. His charitable activities on the peninsula began in 1980 with Semiahmoo House Society. He joined Rotary in 1985, is a past president of White Rock Rotary Club, is currently on the committee for SASSY Awards sponsored by the Semiahmoo Rotary Club and continues to be active in his own club. Randy joined the Board of Sources in 2014.



Jay Minhas
Director

Jay Minhas is the CEO and President of Elegant Development Inc. In 2013, Jay won the GVHBA Award of Excellence for Community Service and Times of Canada Award for Excellence in the Business Category. He is also Co-Chair of Canada India Foundation, Past President of PICS, Past President of Rotary Club Vancouver Fraserview, and Past Chair of The Heart & Stroke Foundation. Jay came to Canada in 1983, is married and has two daughters. Jay joined the Board of Sources in 2014.

Message from the President & CEO

SOURCES serves people who call our community “home.” In the past year, SOURCES helped more people who call our community home than ever before. The hard work of our more than 600 staff and volunteers touched the lives of close to 30,000 people in Surrey, White Rock, Delta, Langley, areas throughout the Fraser Valley and Northern B.C. Our diverse programs and services continue to receive incredibly positive feedback from clients and those who care about them, indicating to us that we are doing the right things to promote social wellness in our community.

In September 2014, we opened our second social enterprise – Sources Connection Café & Catering. Our café fosters intergenerational cooperation and understanding and helps youth to develop employment skills and seniors to stay connected with their community.

In October 2014, we expanded our efforts to improve food security by opening the Sources Langley Food Bank Resource Centre. With support from the local community, we operate out of a multiuse space in a church and expect to grow as demand increases.

In December 2014, we introduced a family-centred, fee-for-service ACCESS program that provides individualized positive behaviour support (PBS) services for families across the Lower Mainland. This builds upon the government-funded PBS services we continue to provide and helps meet the increasing demand for quality services supporting individuals with autism and other intellectual disabilities.

Those connected to us will know that in January 2015, we experienced funding challenges for our homeless prevention services. These services have helped more than 11,000 people keep a roof over their heads over the past decade and are an essential part of the safety net for residents in the communities we serve. This is the same safety and security that we strive for all of our clients. We are fortunate that we received incredible support from both the government and community to continue and strengthen these services. We consider this one of our greatest achievements this year.

While many of our programs receive government funding, others such as our food banks rely solely on financial support from the community. This past year, we have worked to fortify and reframe our Foundation to better engage with donors and communicate our Foundation’s key priorities: poverty relief, families and children and community support programs. For more information, please visit www.sourcesfoundation.ca.

We are tremendously thankful for the dedication and passion of our board members, staff and volunteers, the generosity of our funders and donors, and our relationships with service clubs, faith groups, local chambers of commerce and government at all levels.

Together, we ensure everyone has a safe and secure home.

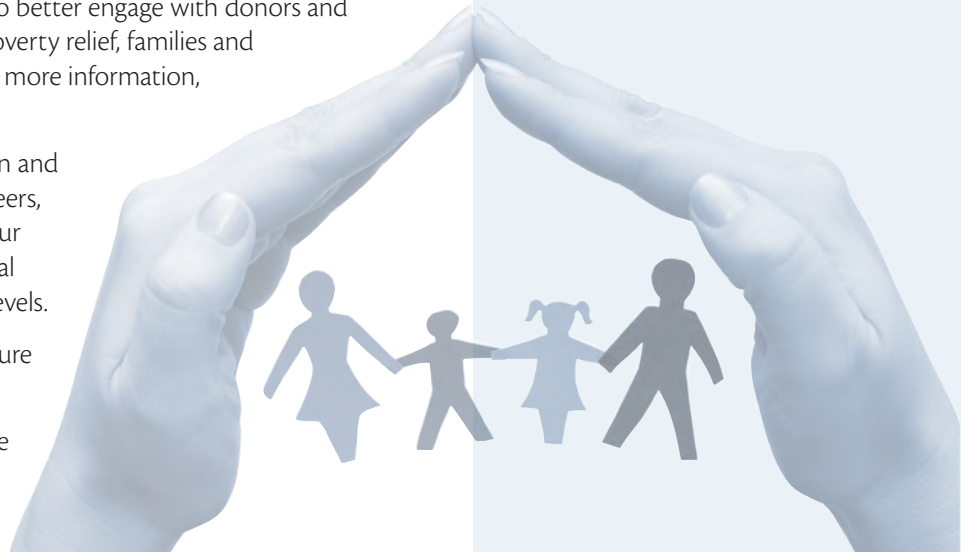
Together, we build a stronger, healthier and more vibrant community.



David Young
CEO



Gary Hollick
President



A NEW NAME ... MANY WAYS
COMMUNITY IN AREA



sources FOUND

DONATE

WWW.SOURCESFUNDATION.ORG

"I felt safe, heard and validated. The counselling services helped me focus on the steps I needed to take in achieving my goal."

"Our family changed, our home is a calmer place and there is better connection."

"I could not have achieved my goals without the help of my case manager and this resource centre."



WAYS TO GIVE BACK TO YOUR
COMMUNITIES OF GREATEST NEED



FOUNDATION

TODAY!

FOUNDATION.CA

"You have helped many women in many ways and you have enriched many lives as you have enriched mine. There are not adequate words to express the hard work, dedication and all the support that you so tirelessly give each and every day. You are all Guardian Angels."

"Although I have an accident-free driving record since age 16, as a senior I do not feel comfortable driving into Downtown Vancouver. I am very thankful for your service – used when I had carpal tunnel surgery and for a doctor's appointment Downtown."

"Staff are awesome to me."



Child, Family & Counselling Services



104 FAMILY-CENTRED
POSITIVE BEHAVIOUR
SUPPORT PLANS
CREATED



6,099 HOURS OF
FAMILY & MENTAL
HEALTH SERVICES
DELIVERED



1,158
COUNSELLING
SESSIONS
PROVIDED

FAMILY & COUNSELLING
SERVICES
INCREASED
HOURS &
SERVICES
PROVIDED

POSITIVE BEHAVIOUR
SUPPORT SERVICES – NORTH
INCREASED SERVICE
HOURS, REDUCING WAIT-
LIST TIMES FOR FAMILIES IN
THAT AREA BY OVER 1 YEAR.

SUBSTANCE USE SERVICES
DELIVERED **33** EDUCATIONAL
PRESENTATIONS AT HIGH
SCHOOLS AND PLANNING 10
CLASSES IN WHITE ROCK AND
SURREY TO A TOTAL OF **975**
YOUTH.

2,200+ HOURS OF
YOUTH JUSTICE
SERVICES
PROVIDED



100%
SATISFACTION
FROM HOME SHARE CLIENTS
ON PLACEMENT, SAFETY
& SECURITY PROVIDED.



INFANT DEVELOPMENT
PROGRAM STAFF CONDUCTED
3,965 HOME VISITS,
39 PLAYGROUPS, **33**
COMMUNICATION GROUPS AND
19 INFANT MASSAGE SESSIONS.



"EVENTS UNLIMITED"
DID 3 MUSICAL THEATRE
PRODUCTIONS: CINDERELLA, AN
OLD-FASHIONED CHRISTMAS
CONCERT & AN 80's FLASHBACK
SPRING PRODUCTION.

8 COMMUNITY SUPPORT
WORKERS IN THE CROSSROADS
PROGRAM RECEIVED **133**
HOURS OF TRAINING
TO PROVIDE QUALITY
THERAPEUTIC SERVICES.

GAINED **14** COMMUNITY-
BASED EMPLOYMENT SITES FOR
CROSSROADS PROGRAM CLIENTS,
2 COMMUNITY-BASED VOLUNTEER
SITES AND **5** INTERNALLY CREATED
WORK SITES.

82% OF CLIENTS IN LIFE
SKILLS SOCIAL GROUP &
SELF ADVOCATES GROUP
REPORTED GREATER LEVELS
OF FRIENDSHIPS AND
RELATIONSHIPS

CRE
"social
welln
for our CO

C
SUCCE
AT A

Community Living Services

Employment & Community Services

IMPROVING
EMPLOYMENT &
FINANCIAL
STABILITY
ONE CLIENT
AT A
TIME



743
PEOPLE ACCESSED OUR
POVERTY LAW
PROGRAM



1,240
CLIENTS' FINANCIAL
STABILITY
IMPROVED



NEW
"SURVIVORS OF VIOLENCE
WORKSHOPS" AT OUR
EMPLOYMENT CENTRE

THE SOURCES RENT
BANK ISSUED

22 NEW
LOANS!

857 CLIENTS ATTENDED
CAREER WORKSHOPS.

93% STATED THEY FELT
BETTER PREPARED TO PURSUE
THEIR EMPLOYMENT AND
CAREER GOALS.

SOURCES' MENTAL HEALTH
CONSUMER ADVOCACY
OUTREACH SERVICES ASSISTED
650 INDIVIDUALS & FAMILIES
FROM MAPLE RIDGE, MISSION,
TRI-CITIES, ABBOTSFORD,
CHILLIWACK AND HOPE.

ATING

ness
community"

ONE
SS STORY
A TIME



OVER **10,843** HOURS
DONATED BY OUR FOOD
BANK'S **143** ACTIVE
VOLUNTEERS



97%
OF SHOP-BY-PHONE
CLIENTS COULD NOT
GROCERY SHOP FOR
THEMSELVES IF NOT FOR
THIS PROGRAM.



1,250
TRAUMA COUNSELLING
SESSIONS PROVIDED TO
108 WOMEN

SOURCES
CONCERGE
VOTED WINNER OF
"BEST HOUSE
CLEANING"
BY READERS OF THE NOW
NEWSPAPER IN 2014.



8,584 WOMEN & CHILDREN
DROPPED IN FOR RESOURCES
AT WOMEN'S PLACE, A
24.4% INCREASE FROM
THE PREVIOUS YEAR.

ADVOCATES SPECIALIZING IN
FAMILY LAW ISSUES PROVIDED
INFORMATION TO **857**
WOMEN, CARRIED **224** LEGAL
CASE FILES, AND DELIVERED
8 WORKSHOPS TO **144**
PARTICIPANTS.

Women, Seniors & Community Services

Human Resource Development

Director's Message



Jan Armstrong

As Sources' Director of Human Resource Development I have been so 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 clients to accomplish their goals and thrive.

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 2014, the survey and other collected data confirmed that our workforce is very happy with their working conditions and employment with Sources.

Staff Recognition

It is with great pleasure that we host an annual staff recognition event to honour and recognize our incredible staff. This year's event was held at Surrey's Bombay Palace. Sources awarded scholarships and several special awards to staff:

Professional Development

Sources has initiated online training modules for employees in the areas of Agency Overview and Occupational Health and Safety. We continue to provide additional instructional training in the areas of Nonviolent Crisis Intervention, Medication Administration and First Aid. The internal training team that provides these trainings throughout the agency do so in addition to their regular positions.

30 staff attended a LEAN workshop presented by Norm Attridge and Ryan Visscher of Envision Financial, to learn about improving operational efficiency, value to clients and effecting immediate change while minimizing waste.

Scholarships

Ram Sidhu received the William Fraser Scholarship.

Casey Derbyshire received the Mavis Holm Scholarship.

Heather MacDonald received the Yale Shap Scholarship.

You Make The Difference Awards

Exemplary Program Leadership

Shannon Myers

Exceptional Agency Leadership

Julie MacDonald

Extraordinary Innovation & Leadership

George Passmore

Milestone Length of Service Awards

31 staff were recognized for their 5, 10, 15, 20, and 25 years of service to Sources! Congratulations!



Community & Organizational Development


**CLIENTS
SERVED:
11,367**

ACCESSING LONG-TERM SERVICES
& RESOURCES

**ADDITIONAL
CLIENTS
18,394**

ACCESSING SHORT-TERM SERVICES
& RESOURCES

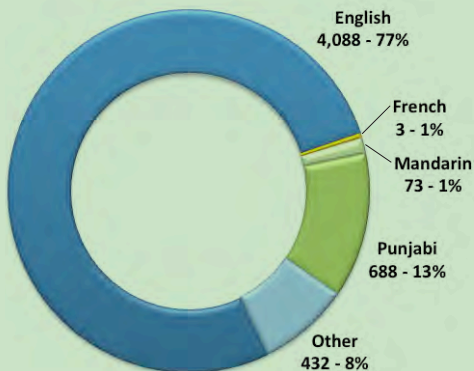
 **MALE:
4,808**

 **FEMALE:
6,556**

 **TRANSGENDER:
3**

LANGUAGES SPOKEN

FROM 5,304 CLIENTS SURVEYED



AGE BREAKDOWN

FROM 8,099 CLIENTS SURVEYED

**INFANTS 0-3
804 - 7%**



**CHILDREN
199 - 2%**

**YOUTH 13-18
324 - 3%**



**ADULTS 19-59
5,782 - 51%**

**SENIORS 60+
990 - 9%**



Director's Message



Sanjeev Nand

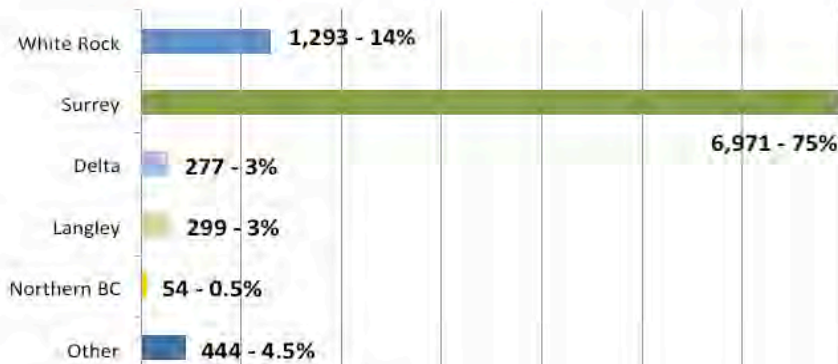
We at Sources are continuously striving to provide better services to our clients and the communities we serve with an aim to meet our mission: Social Wellness in Our Community. To achieve this, the Board of Directors, management, staff and volunteer teams are committed to creating a strong and healthy organization that delivers the highest quality of client-centred programs across the lifespan. It gives me great pleasure to be a part of the Sources team and the wonderful contributions our agency makes towards improving the lives of individuals and families in need.

This fiscal year we saw an overall increase in the volume of clients accessing our services, suggesting that there is a continued demand for community services. Additionally, as we introduced several new programs, the growth may be partially attributed to expanded services to more areas.

Since client needs vary, we offer a wide range of services that vary in scope and duration. To the left, client demographic information is presented as clients served and clients accessing short-term services and resources.

AREA OF RESIDENCE:

FROM 9,338 CLIENTS SURVEYED



Child, Family & Counselling Services

Director's Message



Howard Schein

Feeling supported by your family and engaged in your community is our priority. The services we provide range from individualized behaviour plans to residential programs and specialized counselling with master's level therapists, to ensure all those who come to us for help receive the support they need to feel at home in our community. The past year has brought with it an ever increasing demand for our services that we essentially must meet with the same level of resources.

Our teams have helped meet these demands through implementation of creative strategies such as increasing our group offerings. Funding through MCFD has allowed us to offer FASD Key Worker services in the Peace River region in the North, as well as therapy services to families referred by the Aboriginal Child and Youth Mental Health office in Surrey over the last two years.

Also, there is an increasing demand for Autism services for children and their families. Our new ACCESS program, offered throughout the Lower Mainland, was created to fill this gap. ACCESS allows families looking for support for their children to work with a behaviour consultant under the guidance of a behaviour analyst and create a behaviour plan to increase adaptive behaviours. Since its inception, the ACCESS Program has received very positive feedback.

"THIS PROGRAM IS A WONDERFUL RESOURCE – WE WENT THROUGH PRIVATE THERAPISTS, COUNSELLORS, CHILD AND YOUTH MENTAL HEALTH – NONE OF WHICH HELPED MUCH. IMMEDIATELY WE SAW A DIFFERENCE WITH THIS PROGRAM – THE INTENSE ONE-ON-ONE, THE VIDEO OBSERVATION, AND THE SHEER TIME SPENT WITH THE FAMILY ENGAGING THE CHILD IS SOMETHING NO OTHER PROGRAM EVEN ATTEMPTS TO DO." – CLIENT, KEYWORKER-NORTH PEACE PROGRAM

What We Provide ...

COUNSELLING SERVICES

Provides confidential, professional-calibre clinical counselling for a wide range of issues at affordable rates.

FAMILY SERVICES

Offers specialized services to families, children and youth, including art and play therapy for children, mental health therapy, family reunification and preservation, and supervised visitation.

THE FAMILY CONNECTIONS CENTRE

Helps families identify and implement solutions to problems created by ongoing conflict, often between parent and child.

KEYWORKER SERVICES - NORTH

Supports families of children with FASD/CDBC in the Fort St. John and Fort Nelson areas.

CHILD & YOUTH MENTAL HEALTH PROGRAMS

Serves children and youth aged 6 to 18 who have behavioural, social, emotional, or mental health challenges, in community settings.

POSITIVE BEHAVIOUR SUPPORT SERVICES

Helps families of children with an Autism Spectrum Disorder or severe behaviour challenges through family-centred planning at home and in the community.

Behaviour interventionist services are just as in demand in Northern BC communities. We have addressed this need by hiring intervention workers and building that into our repertoire of services. We expect to see our caseloads increase as we provide more access to more services.

SUBSTANCE USE SERVICES

(Formerly Addiction Services)

Focuses on prevention, community capacity building and awareness initiatives around drug use.

THE YOUTH JUSTICE PROGRAM

Works closely with youth who have been identified by their probation officer as having serious behavioural, social, emotional and/or mental health issues, and assists them in successfully meeting the terms of their probation order.



Time for A Positive Change! Sources is pleased to launch its new Family-Centred, Positive Behaviour Support, Fee-For-Service Program for Families, Children & Youth ages 0-19. Open to individuals with all diagnoses, including ASD, FASD, intellectual disabilities.

ABOUT SOURCES ACCESS PBS

ACCESS PBS is a private fee-for-service program that started in September 2014, offering private behaviour analyst/ intervention services to families with children with or without a diagnosis. The program serves the Lower Mainland with in-home, community and in-school services.

MOMENTS TO MILESTONES

Sources Substance Use Services program manager collaborated with Fraser Health to coproduce a video – “Moments to Milestones” – aimed at promoting compassionate awareness among First Responders towards people who struggle with substance use. This video was premiered at Surrey City Hall in November 2014 and has since had over 25,000 views around the world and has been incorporated as a foundational training component for new RCMP recruits across Canada as well as by Paramedics and several local hospitals.



“social
wellness
for our community”



Employment & Community Services

Director's Message



Sandra Galbraith

Sources Advocacy Services experienced a turbulent year in 2014/2015. With the loss of core funding for the Homelessness Prevention Program, which serves upwards of 1,000 individuals per year, we were faced with a major crisis.

Staying true to our mission, Sources Board voted to fund the services for the remainder of the fiscal year and to fundraise for the upcoming year. The Coldest Night of the Year walkathon and 20th Annual Gala were both dedicated to this cause and – thanks to outstanding support from our community – we raised more than \$120,000.

In an unexpected turn of events, Sources also received notice in February that the Homelessness Partnering Strategy would fund our services for the next 18 months. As a result, we ended the year with the capacity to enhance homelessness prevention programming.

Sources Employment Services also faced challenges but ultimately finished the year on a positive note. Our efforts indicate an increased awareness as evidenced by businesses, community groups and employers contacting our centre to utilize our services, and inviting our involvement in initiatives such as hosting hiring fairs.

Overall, despite our funding challenges, these programs served 7,966 clients, a marked increase from last fiscal year.

"THE SERVICES PROVIDED EXCEEDED WHAT I EXPECTED. I HAVE RECOMMENDED SOURCES TO PEOPLE IN SIMILAR SITUATIONS. I AM VERY GRATEFUL SERVICES LIKE THIS EXIST. THE STAFF ARE FRIENDLY, SUPPORTIVE AND GO THE EXTRA MILE." - CLIENT, EMPLOYMENT CENTRE

What We Provide ...

ADVOCACY PROGRAMS

Serves individuals and families in our community who have low or no income, assisting them to access income supports, medical benefits, disability benefits, affordable housing, and short-term loans (from our Rent Bank). In doing so, we assist all of our clients to maximize their income and other resources; we prevent many of our clients from becoming homeless; and we assist individuals who are homeless to obtain and maintain housing.

EMPLOYMENT SERVICES

Our two Employment Service Centres in White Rock and Cloverdale provide assistance to individuals who are unemployed or underemployed. These programs include specialized services for youth, persons with disabilities, new immigrants, survivors of violence, francophones, aboriginals, and individuals with multiple barriers to employment.

Recognizing that the internet is essential to successful business practices, our online and social media presence was at the forefront this past year, resulting in the development of our new dedicated site: www.sourcesworkbc.ca.

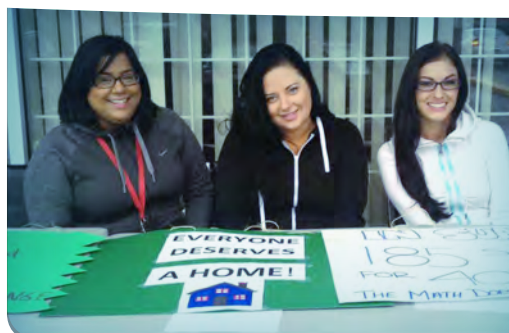
EMPOWERMENT SERVICES

Provides pre-employment training and support to survivors of violence and clients with multiple barriers to employment.

The September closure of the Newton Empowerment Services office – which provided support to individuals with multiple barriers to employment – was a disappointing loss for the Newton Resource Centre; however, the transfer of these services to the South Surrey and Cloverdale Employment Centres has resulted in improved programming for clients in these areas. With this change and the major growing pains of the 'new' employment services model behind us, our team has a greater sense of stability for the coming year.

COMMUNITY ENGAGEMENT

We participated and engaged our community by going to the temples, attending a number of fairs, community meetings, forums and round table discussions. Notable were the Poverty Reduction Forum, Surrey Homelessness & Housing Task Force, MLAs' community meetings, Vancouver Rent Bank Committee meetings and the Poverty Law Conference.





An Inspiring Social Wellness Story

“Helping you get back on your feet”

A middle-aged man who had worked all his adult life came to us in crisis. Due to a degenerative physical condition, he had become unable to work and unable to support his family.

We provided wrap-around service to this man and assisted him to apply for and obtain benefits including CPP Disability, Disability Tax Credit, Fuel Tax Rebate, and medical care. We also assisted him to register his family with a Food Bank that could address his culture-specific needs.

Need help finding work?

Sources WorkBC Employment Services Centres can help!



sources
EMPLOYMENT
SERVICES CENTRE

WHITE ROCK | CLOVERDALE

FREE SERVICES

Sources WorkBC Employment Services Centres

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

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

FOR JOB SEEKERS

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

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

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

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

Canada



BRITISH
COLUMBIA

WorkBC
Employment Services Centre



Community Living Services

Director's Message



Kelly Ridding

Sources offers ten primary programs for people with developmental disabilities living in the various communities of Surrey, Delta and White Rock. Over 130 employees delivered services to 900+ people and their families this fiscal year, plus countless others via one-time services in the community.

It's no wonder each year we look back and wonder where the time went! With five programs operating 24/7, 365 days of the year, countless special events hosted or attended, community participation, groups like infant massage and social clubs, staff and community training and education, it's a non-stop hub of activity.

Sources' dedicated staff groups make it all happen under the guidance of managers who take pride in the programs and quality of service. The creativity and ongoing professional development of each team keeps the ideas coming, assuring continued growth into the future.

People requiring services continue to choose us as their preferred service provider, a true testament to our work and our staff. Sincere thanks to our funders, CLBC and MCFD, donors, community supporters and employers, and other professionals that support our work – public health nurses, doctors, therapists and service provider partners – for continued support and endorsement of our services.

"I HAD THE BEST EXPERIENCE WITH YOUR STAFF...SHE PROVIDED THE INFORMATION I SHOULD KNOW AND EVEN CONNECTS US TO PEOPLE THAT COULD HELP MY CHILD'S DEVELOPMENT." - PARENT OF A CHILD IN IDP

What We Provide ...

COMMUNITY LIVING SERVICES

Assists people of all ages with developmental disabilities to live a healthy, fulfilling, quality life as a member of their community. Our programs serve infants and their families, young adults and seniors.

RESIDENTIAL PROGRAMS

Provides full-time care to adult residents, emphasizing a comfortable and safe environment adaptable to changing needs. Residents are supported to achieve personal goals, make choices, connect with family and friends, and experience their community. Five programs operate in Surrey and Delta. Home Share services match individuals to caregivers willing to share their home while providing support to maintain as much independence as possible.

COMMUNITY INCLUSION PROGRAMS

Serves Surrey, White Rock and Delta. The Life Skills Centre is located in Newton while two programs, Crossroads and Ventures, operate in Ladner. Opportunities include: social and recreational activities in the community, pre-employment skill development, vocational support, communication skills, and acquisition of life skills. Also, the Life Skills Centre provides a popular social club, community kitchen and support for the Surrey Self Advocates Group.

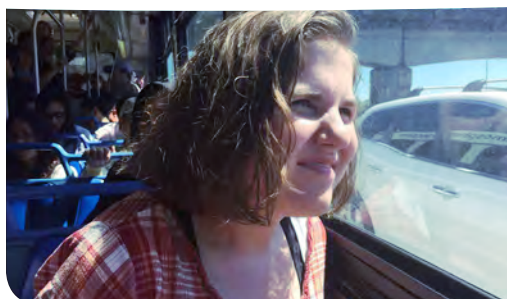
EARLY CHILDHOOD SERVICES

Works with families of children with, or at risk of, developmental delays. Serving Surrey and White Rock, the Infant Development Program (IDP) assists children zero to three years of age and their families via in-home visiting and groups. Early Childhood Development services focuses on filling the gap of support families face after their child has aged-out of IDP and before they enter kindergarten.

COMMUNITY SUPPORT

Based on results from a professional survey and direct contact with community service providers, a need was identified for support from Sources Infant Development Program in a variety of community programs. Several IDP staff act as consultants supporting the following programs in 17 locations:

- Family Resource Programs (Family Place)
- Public Health Postnatal Programs
- Diversity/Umogea (immigrant/refugee support)
- Healthiest Babies Possible (pregnancy support)
- Growing Together (young moms attending school)
- Camp Alexandra (mom and baby group)
- Right From the Start (parenting group)





An Inspiring Social Wellness Story

“Change for the Better”

After a woman lost her primary caregiver, a close family member, she came to us through CLBC for home sharing services. She resisted at first because she was accustomed to living with family and feared the changes she was facing. Possessing few life skills and having no friends or community supports, she fell victim to financial abuse by a stranger she believed was her friend.

Eventually, she came to realize that she needed the help a home share arrangement could provide.

Today, she lives a vibrant and busy life thanks to the help and perseverance of her home share provider. She has learned how to cook and clean, care for her health, has lots of friends, volunteers in the community, and has enjoyed travelling with her closet friend, her home share provider.

Interactive playgroups for refugee, immigrant families and mothers impacted by violence and substance use are provided by
Sources Infant Development Program



“social
wellness
for our community”



Women, Seniors & Community Services

Director's Message



Denise Darrell

All of the poverty-related programs experienced a marked increase in demand for services during this year. This was compounded by the expansion of our new food bank in Langley and the opening of our second social enterprise, an intergenerational café and catering service in Surrey.

At Sources Women's Place we saw 24% more women drop in for resources such as hot lunch, clothing and emergency aid. The Stopping Violence Program continued to provide excellent clinical assessment and treatment to women who have experienced trauma due to domestic violence, childhood sexual abuse or sexual assault. Our trauma counsellors provided three extra psycho-education groups to assist with the wait-list for long-term counselling due to an increase in referrals from local Mental Health teams and the complexity of treating co-occurring disorders. The Family Law program faces an ongoing challenge of managing an increasing number of complex client files (857) with just two advocates.

The South Surrey/White Rock Food Bank kitchen was upgraded to accommodate the delivery of healthy meal preparation workshops on site.

Despite the challenge of increasing demand without increases in service capacity or funding, we remain optimistic about our ability to be innovative in our delivery of programs and services.

"THE SHOP-BY-PHONE SERVICE IS OUTSTANDING FOR US AND I'M SURE THAT IT MAKES OUR LIVES MUCH HEALTHIER. WE LOOK FORWARD TO HAVING A VERY CHEERFUL, HELPFUL VOLUNTEER CALL US ON MONDAY AND WE ALWAYS HAVE OUR ORDER READY." - CLIENT, VOLUNTEER SERVICES

What We Provide ...

SOUTH SURREY/ WHITE ROCK FOOD BANK

The Sources Food Bank in South Surrey/ White Rock is in its 33rd year and provides food and support to community members living on a low income.

LANGLEY FOOD BANK

Food Banks BC identified a need for an accredited member agency to open a food bank in Langley. We opened our doors to clients in October 2014 out of a room in a church and have expanded to a larger multi-use space. Food hampers are distributed to over 450 families each week and demand continues to grow.

LEGAL INFORMATION & ADVOCACY

Provides legal information and resources to women dealing with family law issues. Advocates assist in matters of separation

and divorce, guardianship, child and spousal support, and protection orders. Women receive support to navigate the family law system, assistance with court preparation and accompaniments to lawyers or court.

TRAUMA COUNSELLING

Offers individual and group counselling to women who have experienced intimate partner violence and/or childhood trauma, rape and assault. Services are provided by professional master's level counsellors with specialized training in trauma and abuse.

VOLUNTEER SERVICES

Engages volunteers in programs such as Shop-by-Phone, Volunteer Wheels, Income Tax Clinic, Community Information & Referrals and the Dental Clinic. The centre saw a 53% increase in clients accessing these services.





An Inspiring Social Wellness Story

“Staying Strong”

A stay-at-home mom was facing abuse at home from her controlling husband. She tried to regain independence by getting a job but she didn't have the confidence to go out to interviews or get hired. She sought help at a mental health office and was referred to Sources Women's Place. She registered in the Trauma Counselling Program and began counselling and various workshops. She also accessed the Sources Legal Advocacy Program and saw a legal advocate who helped her file for divorce.

Social Enterprises are revenue-generating businesses operated by non-profit organizations. Net profits from our two social enterprises provide a source of funding for SOURCES programming. Our Concierge and Café also enhance our reputation by increasing public visibility, community awareness and creating better relationships with stakeholders.

SOURCES is proud to announce its expansion in Langley with the opening of a new Food Bank

**A Source of Hope, Dignity,
Food & Support**



**Two SOURCES Social Enterprises
Thriving in our Community**



Doing the work for you.

ABOUT SOURCES CONCIERGE SERVICES

The Sources Concierge had their contract renewed as a Better at Home service provider. Concierge services helped 120 seniors remain independent in their homes in South Surrey and White Rock.



Café & Catering

ABOUT SOURCES CONNECTIONS CAFÉ & CATERING

In October 2014, we launched Sources Connection Café & Catering, our second social enterprise. Located in the South Surrey Recreation & Arts Centre, the café employs seniors and youth from our community.

Our Events

THANK YOU
TO THOSE WHO HELP
MAKE THIS COMMUNITY
A 'TRUE' HOME FOR EVERYONE



SOURCES ANNUAL GALA

April 2014 | Our 19th annual "Gold Rush" gala was attended by 120 guests who revisited the Klondike with us to raise over \$40,000 for the Sources Foundation.



VOLUNTEER APPRECIATION BBQ

June 2014 | Volunteers play an important role in promoting social wellness to our communities. We celebrated our 255 volunteers at a Volunteer Appreciation BBQ at Campbell Valley Park.



RIDE FOR REFUGE

October 2014 | 272 riders of all ages signed up for our Ride for Refuge bike-a-thon to help displaced and vulnerable people in our community. With the help of 21 partners and riders, over \$69,000 was fundraised.



HOMELESSNESS AWARENESS MARCH

November 2014 | Our 9th Annual Homelessness Awareness March held at Sources Newton Resource Centre brought out close to 75 people to raise awareness about poverty and homelessness in Surrey.



SEASON OF TREES

December 2014 | As part of our 3rd annual holiday fundraiser, 17 trees decorated by community members were auctioned by emcee Mark Madryga, raising close to \$10,000 for Sources Early Childhood Development programs.



COLDEST NIGHT OF THE YEAR

February 2015 | More than 300 people took part in our 2nd annual Coldest Night of the Year Walk, fundraising close to \$60,000 for Sources Homeless Prevention Services and Rent Bank.

Chief Financial Officer's Message

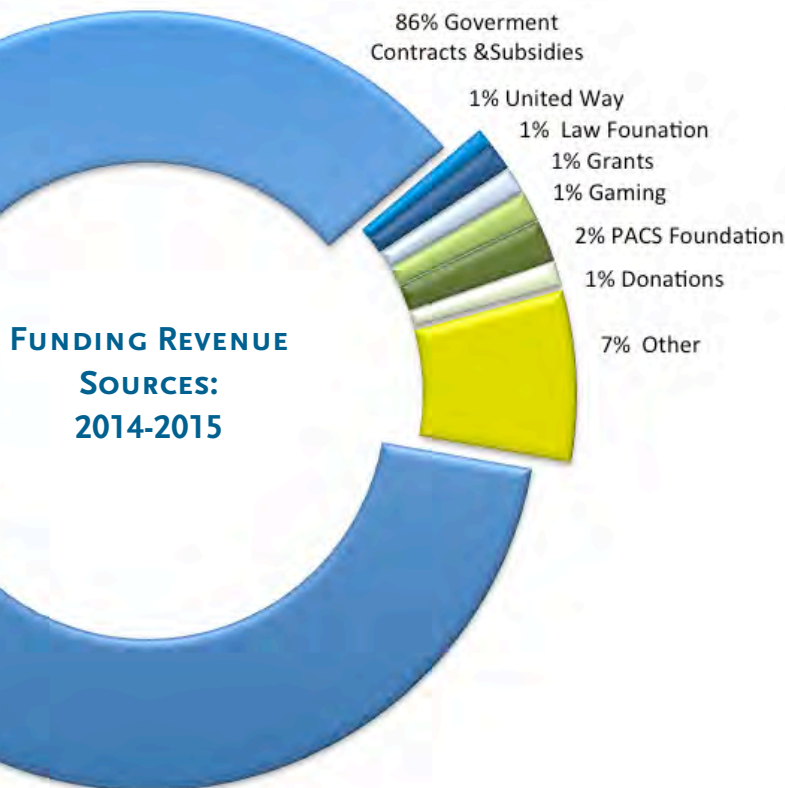


Janet Weber

I am pleased to report that the Society remains in sound financial health. Prudent financial management and diversity in funding has made Sources financially strong and well prepared to protect current services, as well as provide a solid foundation on which to grow the organization.

Of course, Sources would not be in the strong position it is today were it not for our people. Many thanks to our staff, volunteers, donors and to all of our community supports. It is through your efforts and contributions that we can continue to serve those in need to feel at home in our community.

Thank You



FUNDING PARTNERS:

The work we are able to do to help individuals and families access the resources they need to live their fullest lives is made possible by the contributions of our generous funding partners:

1. BC Community Gaming Grants
2. BC Housing
3. City of Surrey
4. City of White Rock
5. Community Living BC
6. Corporation of Delta
7. Fraser Health Authority
8. Law Foundation of BC
9. Ministry of Children and Family Development
10. Ministry of Justice
11. Ministry of Social Development and Social Innovation
12. Peninsula Community Foundation
13. Service Canada
14. Surrey Homelessness and Housing Society
15. The Canadian Women's Foundation
16. United Way of the Lower Mainland
17. Vancity Community Foundation

...and all the various donations and grants Sources has received from community individuals, businesses, service clubs, churches and foundations!

Financial Statements - Audited

BALANCE SHEET FOR THE YEARS ENDED MARCH 31, 2014 & 2015



* All values in \$

* (Brackets denote deficiencies)

CURRENT ASSETS	2015	2014
Cash and cash equivalents	1,562,840	924,428
Cash and cash equivalents - restricted	1,155,518	866,312
Accounts receivable	612,380	852,913
Inventory	1,601	1,816
Government agencies receivable	29,087	23,450
Loans receivable, rent bank, current portion	-	31,868
Prepaid expenses	141,195	137,642
Total current assets	3,502,621	2,838,429
LOANS RECEIVABLE, RENT BANK, net of current portion	-	11,638
Capital assets	6,756,358	7,000,271
	10,258,979	9,850,338

CURRENT LIABILITIES		
Accounts payable and accrued liabilities	1,744,231	1,031,678
Deferred contributions	375,200	577,772
Callable debt, due within 12 months	126,888	126,888
Long-term debt, current portion	7,575	7,319
Current liabilities, before callable debt	2,253,894	1,743,657
Callable debt, net of amount due within 12 months	2,137,405	2,264,293
Total current liabilities	4,391,299	4,007,950
LONG-TERM DEBT, net of current portion	73,895	81,260
DEFERRED CAPITAL CONTRIBUTIONS	378,254	316,331
	4,843,448	4,405,541

NET ASSETS		
Net assets invested in capital assets	4,032,338	4,204,181
Internally designated net assets	1,155,518	866,312
Unrestricted net assets	227,675	374,304
Total Net Assets	5,415,531	5,444,797
	10,258,979	9,850,338

PROFIT & LOSS

FOR THE YEARS ENDED MARCH 31, 2014 & 2015

REVENUES	2015	2014
Provincial contracts	14,962,421	14,852,137
Federal contracts	249,571	326,351
Subsidies – B.C. Housing Management Commission	22,960	21,880
Donations –		
P.A.C.S. Foundation	303,287	136,301
United Way	-	1,552
Other	180,090	202,985
Grants –		
Gateway Autism Foundation	-	10,210
United Way	134,904	192,728
Law Foundation	199,899	226,000
Other	194,147	297,874
Gaming income	221,154	236,046
Earned income	1,302,012	1,398,962
Total Revenues	17,770,445	17,903,026

EXPENSES

Amortization	297,929	297,027
Building occupancy	333,572	334,263
Employee benefits	2,456,215	2,295,600
Food and residential care costs	231,526	221,098
Interest	74,103	79,469
Office	573,479	556,438
Program furnishings and equipment	137,850	148,938
Program materials and activities	1,486,862	1,754,226
Public relations	56,295	24,804
Purchased services	1,804,032	1,660,212
Recruitment and staff development	102,247	93,650
Rent	648,989	733,712
Salaries	9,247,460	9,276,261
Travel	297,595	296,720
Total Expenses	17,748,154	17,722,418

Excess of revenues over expenses before disposal of capital assets	22,291	130,608
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OTHER INCOME (EXPENSE)

Gain (loss) on disposal of capital assets	598,443	(2,185)
Charitable disbursement to PACS Foundation	(650,000)	-
Excess (deficiency) of revenues over expenses	(29,266)	128,423



FOR YOU
OR SOMEONE YOU CARE ABOUT
SEEK HELP | VOLUNTEER | DONATE



www.sourcesfoundation.ca



www.sourcesbc.ca

