



sources

COMMUNITY RESOURCE CENTRES

# Annual Report

2010  
2011

# SOURCES

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# THE YEAR IN REVIEW



David Young Executive Director

The 2010/11 year proved to be one of growth and opportunity for Sources. Encouraged by the warmth and generosity of our community and propelled by the energy and enthusiasm of our staff and volunteers, we continued to expand the ways in which we promote social wellness for our community.

Our inaugural *Pebble Pedal to the Pier* occurred in September, 2010. With generous support from Mark Madryga and others in the community we raised approximately \$5,000 for our seniors programs. Our *Flashback to the Sixties* gala, held in March 2011, raised over \$50,000 for our Foundation. Dawn Chubai, from City TV's Breakfast Television, was both an exuberant and fashionable emcee for the evening. Many thanks to all of our sponsors, donors, and volunteers who make this annual event such a success.

Sources continues to contribute to the community through our participation in community development, planning tables, and forums focused on issues related to: affordable housing; seniors supports; food and income security; community living; and child and family services. This past year we co-hosted an *Early Childhood Development Forum* and an *Affordable Housing Forum* with the City of White Rock.

Along with several other community agencies, Sources participated in the creation of the Surrey Employment Services Network. We are excited about this collaborative effort to establish an integrated network of community-based partners providing the best employment services possible throughout Surrey and White Rock.

Our commitment to continuous quality improvement led the Board of Directors to revise our bylaws for membership approval at our Annual General Meeting. Additionally, we completed the legal name change of Peace Arch Community Services to Sources Community Resources Society. The dissolution of the Gateway Society for Persons with Autism was completed in June, 2011. This year's annual report consolidates the activities and statements under Sources.

In June, 2011 we welcomed the staff and volunteers of the Newton Advocacy Group Society to the Sources family of programs and services. This is an exciting achievement for both agencies as it expands the range of supports we provide both individuals and families struggling with issues related to poverty, employment, and justice as well as strengthens our community presence in Surrey and throughout the South Fraser region.

I would like to express my heartfelt thanks for the hard work, dedication, and support of our team of 500 staff members and volunteers. I would like to specially recognize the exemplary stewardship of past and present board members of Peach Arch, Gateway, and Newton Advocacy Group societies. In addition, I wish to commend the visionary leadership of both Sonia Osborne and Susan Keeping in their roles as past executive directors of Gateway and NAGS, respectively. Their collective legacy of community development and service will live on with Sources.

David Young, Executive Director





▲ Sources Executive Director, David Young, with senior NAGS staff and members of the Board.

Various attendees got into the spirit of the  
▼ 60's at Sources 2011 retro-themed Gala.



▲ Ruth Chitty (right), departing Food Bank Manager, presenting a 25-year volunteer with an award.



# COMMUNITY & SENIORS SERVICES

## Volunteer Services

This year, a total of 576 clients accessed Sources Volunteer Services including Shop-by-Phone, Volunteer Wheels, Income Tax, Sources Volunteer Centre, Community Information, Dental Clinic, Community Visitors, and Speakers Bureau. Staff and volunteers participated in several community events and promotional opportunities to ensure community members are aware of these programs – particularly Community Visitors, Speakers Bureau, and the Dental Clinic, which are the newest programs.

Funding for Volunteer Services continues to be a challenge, and new opportunities to fund the programs are being explored. A successful fundraising event was organized by Volunteer Services.

*Pebble Pedal to the Pier* engaged community members in a bike ride from Crescent Beach to White Rock pier. This event will be held again in September 2011. All programs continue to be supported by Peace Arch Community Services Foundation, public donations, and fundraising activities.

A total of 304 individuals volunteered their time, talent and expertise in support of Sources programs and special events this year. With a total of 20,966 hours, these volunteers contributed the equivalent of a monetary donation of \$356,422 if they were paid an average wage of \$17.00/hour.



▲ 2010 Pebble Pedal to the Pier.

## Semiahmoo Seniors Planning Table

The Semiahmoo Seniors Planning Table is a group of local seniors and community agencies that have gathered with the common goal of increasing the engagement and leadership of seniors in the community. Based on an extensive consultation process in 2008/2009, planning table members have worked over the last three years to enlist the participation of seniors, to continue increasing the capacity and connections between service providers, and to carry out tangible projects in the community. This year, the group led the development of an *Intergenerational Community Garden* and a *Photovoice Project* – both of which aim to increase community participation and leadership skills of seniors.

Other initiatives, including regular *Coffee and Connect Tours* and *Seniors Health Breakfasts*, also provided 190 individuals (primarily seniors) with information about and access to resources in the community.

In the coming years, the Table will focus on developing additional opportunities for seniors-led projects and raising the profile of local Semiahmoo Peninsula seniors.



▲ Intergenerational Community Garden.





▲ Food bank volunteers.

## White Rock/South Surrey Food Bank

In its 29th year, Sources White Rock/South Surrey Food Bank continues to provide food and support to community members living on a low income. On a weekly basis, staff and volunteers distribute food, provide shower and laundry facilities, and offer an on-site free store for clothes, household items, and books.

In 2010/2011, the numbers of food bank clients continued to increase. Services were provided to a total of 1,690 individuals with an average of 488 people per week.

Volunteers remain invaluable to the Food Bank. A total of 87 volunteers worked on a regular, weekly, and long-term basis – with an additional 49 casual volunteers. Partnerships with secondary schools and the Youth Justice Program brought a number of young volunteers into the program and have been positive experiences with reciprocal benefits. In total, 136 volunteers contributed a total of 12,402 hours. Based on a wage rate of \$17.00 per hour, the monetary value of their contribution was \$210,834.

One of the brightest highlights this reporting period was the sum of outstanding community donations totalling \$315,505 – a 22% increase over last year. Food donations also increased by 10% totalling 143 tons.

Although a poor growing season resulted in lower yields from the Food Bank Garden, with less than half the exceptional yields of last year, the Garden continues to serve as a great educational and Public Relations tool to inform school children and other community members about fresh, local food. It remains an inspiring example of a productive local community garden on otherwise unused land. As a result of offers by community citizens, two additional gardens will be maintained by the Food Bank volunteer gardeners in the coming year.

In 2011, Food Bank staff and volunteers will continue to strive to increase community awareness of poverty – its impact, the obstacles it creates, and the causes – and enlist community participation in reducing poverty.



▲ The Food Bank Garden with enthusiastic volunteers.

CLIENTS SERVED

COMMUNITY & SENIORS SERVICES 2,266

# COMMUNITY LIVING SERVICES

## Archway House

Archway House is home to three adults with developmental disabilities living in Cloverdale. The residents at Archway are like a family as they have lived together in the home since it first opened 14 years ago.

The goal of Archway House is to enable residents to achieve their full potential, gaining greater independence and quality of life through participation in community-based social, recreational, and vocational activities.

Once again this year, changes associated with the residents' aging have presented significant challenges to the residents' participation in both recreational and household activities. This has resulted in, and will continue to require, adjustments to programming and resources.

## Stayte House

Stayte House is located in South Surrey and is home to four individuals who have lived together since 1992.

Over the past several years, Stayte House has struggled with the rising costs of utilities, fuel, and food. Additional cost pressures associated with the age of the home, the large lot size, and the wheelchair lift have magnified these challenges. As a result, Stayte House started an ongoing fundraiser – using gift card sales to raise money for resident activities. This fundraiser brought more than \$1000 into the program this year.

Thanks to **Convergent Technologies** once again this year, Stayte House was also able to save on home maintenance costs. With their day of free labour, the company painted the rec room, cleaned the garage and gutters, demolished the old greenhouse structure, replaced weather stripping on the doors, completed gardening work, and pressure washed the driveway.

Despite the challenges, the Stayte House team continues to put residents at the forefront ensuring that they live rich and fulfilling lives.



▲ Convergent Technologies generously upgraded the Stayte House facility on their Convergent Day of free labour.



## Georgia House

Georgia House is a two apartment group residence located in Ladner that is home to five young adults diagnosed with autism and moderate to severe intellectual disability.

This year, Georgia House saw changes in several program areas – the most significant being the transfer of one resident to another Sources residential program. This change has proven beneficial to both the resident and the former house mates. The main benefit to Georgia House has been an increase in personal space for the other residents. The completion of many long-needed renovations has also assisted with the overall comfort of the home.

The low vacancy and low staff turnover rate over the past few years have led to a solid team of core staff. This consistency has been most beneficial to the residents by increasing predictability and facilitating strong bonds with staff members. Overall, clients appear to be happier and more relaxed.

## Primrose Centre

Primrose Centre is a residential program in Ladner consisting of individual apartments for residents. It is currently home to five autistic young adults.

The residents at Primrose Centre enjoy a diverse range of social and sporting activities including soccer, baseball, dance, and gymnastics. Individuals also play piano for public audiences; watch local sports teams; and attend special events. Opportunities to participate in these and other activities ensure that each resident lives a life full of opportunity and success.

Primrose Centre staff play an integral role in the success of the clients. Both permanent and casual staff are highly skilled and valued for their support and input into the program. Over the past year, Primrose experienced challenges with staffing but has slowly developed a permanent staffing compliment that has increased the stability, continuity, and value of client programs.

## Family Care Homes

The Family Care Home program, also referred to as Home Share, has been in existence for over 25 years. Caregivers are independent contractors hired by Sources to provide 24 hour support to individuals in their homes. The purpose of Home Share is to find safe, stable, and long-term care in a home environment for individuals with developmental disabilities. Caregivers are screened and matched with individuals based on their needs. Aside from a part-time Recreation Worker, all services are provided by subcontractors.

Family Care Homes served a total of nine individuals this year. With the exception of one new placement this year, all current placements range from 11 to 26 years with the same caregiver. These placements continue to be successful with the individuals fully integrated into the caregivers' families.

In the coming year, the Home Shar program will pursue new contracts as they become available as well as maintain our focus on facilitating good matches between individuals and caregivers.

## Chesnut House

Chestnut House is located in Ladner and is home to four adults.

Health issues continued to be a challenge for residents over the past year. Nevertheless, each individual continues to enjoy many community activities such as attending hockey, football, and soccer games; playing on local teams with Special Olympics; and attending music concerts and Church functions.

This year, Chestnut House had a change in managers which brought some benefits as well as challenges. The primary challenge was to create and maintain a trusting rapport and relationship between the new manager, residents, staff, and parents. The benefits were that residents adapted to the changes, developed new relationships, and experienced a refreshed approach.

# COMMUNITY INCLUSION SERVICES

## Life Skills Resource Centre

The Life Skills Centre continues to be an active program – operating nine different program modules and serving 164 individuals this year.

The relationships developed over the years with the clients continue to be solid and productive with 100% of individuals surveyed saying that they like the program and almost 80% reporting that the program helped them to increase their life skills.

This year, staff attended three different community events sponsored or supported by Community Living British Columbia (CLBC) and promoting customized employment. According to a survey of Life Skills Centre participants, approximately 29% were interested in employment. Although Sources Life Skills Resource Centre will not receive new funding to address this initiative, staff are looking at ways to use existing staff to accommodate this goal and to support individuals' employment interests.



▲ Events Unlimited performers

## Crossroads Day Program

In operation since 1999, the Crossroads program serves nine individuals with a range of developmental disabilities. Crossroads offers vocational and employment activities, volunteering, health and wellness promotion, recreation and leisure activities, community and cultural activities, social connections, arts and music, and other activities that meet individual and group interests. With the merger of Gateway and Sources last year, Crossroads clients also acquired new opportunities to become involved in the Sources Life Skills musical performance group.

This year, Crossroads expanded vocational and employment goals by supporting participants to maintain or expand existing jobs, depending on the desire and motivation of the client. Staff have made a concerted effort to become educated and skilled in supporting the clients in meaningful employment. For example, Crossroads' newest client was able to secure paid part-time employment at a local grocery store.

## Ventures Day Program

The Ventures program began operating as its own distinct day service on April 1, 2011. Prior to that, it was operating out of the Georgia House residence. This year, Ventures provided services to nine clients who are also residents in Georgia House or Primrose Centre.

Activities and supports offered at Ventures are similar to those at Crossroads; however, there is a stronger focus on communication, health and wellness, and recreation and leisure. Positive behaviour supports are often required, and personal development through visibility and integration in the community is critical.



▲ Life Skills Resource Centre Hallowe'en Party, 2010.



▲ Life Skills Resource Centre Valentines Day Dance, 2010.

# EARLY CHILDHOOD DEVELOPMENT SERVICES

## Infant Development Programme

Infant Development Programme (IDP) staff work with families where there is an infant, from birth to three years of age, who has a diagnosed developmental disability, a recognized developmental delay, or is at risk for delays. Parents receive information about normal development, developmental delays, and community resources relevant to their child's difficulty. Parents also find emotional support and the opportunity to meet other families in similar situations through IDP.

IDP received a total of 349 referrals this year and provided direct service to 854 families. Families waiting for ongoing IDP services gradually increased over the past year with an average wait list of 141 individuals and an average wait of five months. IDP also served 1,205 children through community outreach activities.

CLIENTS SERVED

EARLY CHILDHOOD DEVELOPMENT SERVICES 854



## Fetal Alcohol Spectrum Disorder Program

The FASD program offers a specialized key worker to support families during and after diagnosis of Fetal Alcohol Spectrum Disorder. Using the Positive Behaviour Support Model, the FASD key worker collaborates with parents, case managers, and other service providers to develop and implement new and effective strategies with children and teens affected by FASD. The program also facilitates families' access to available services and parent-parent support services as required.

This year, the FASD key worker provided support to six children/youth (aged 4 to 16) from three adoptive families and one biological family. The key worker provided home and school intervention plans, funding applications for specialized services, and direct in-home one-to-one client support. Outreach materials and a website resource page were also developed this year to improve families' access to support.

## Mental Health Child and Family Services

The Mental Health Child and Family program offers outreach services for children 6-18 years as well as therapy to support families with a child living with a confirmed or suspected mental health diagnosis.

Referrals continued to be low this past year with the therapist not having a consistently full caseload. In total, the Child Care Worker supported 23 families and the Family Therapist assisted nine families and 25 individuals.

## Family Connections Centre

The Family Connections Centre (FCC) offers a short-term residential program for adolescents with concurrent family support. The overall goal is family reunification.

FCC experienced a 20% increase in the families supported this fiscal year. A total of 21 families and 82 individuals accessed FCC services – with an 80% success rate for reintegrating youth back into their family homes.

This year, staff continued with the Pre-Intake process implemented last year, which is intended to increase the service to families on the wait list, the success rate of the program, and the numbers of individuals and families served.

Based on family members' self-reports, those that completed the program increased their overall functioning as a family. Parents reported that they increased their ability to deal with their teens' challenging behaviours and that their teens' challenging behaviours significantly decreased as a result of the program.

## Family Services

Family Services provides therapeutic and outreach services to families and children where child protection is a concern. All referrals are made by the Ministry of Children and Family Development (MCFD).

Family Services is an attachment-based program that consists of four different services:

- Family Therapy provides a variety of specialized clinical services to children and families.
- Family Development Response provides services to families where there is a low to moderate risk to the children based on MCFD's assessment.
- Family Reunification and Preservation provides intensive support services to families where there is a high risk of harm to children. This service provides an alternative to removal of children from their families or, where children were already removed, a plan for them to return to their home.
- Visitation and Access provides supervised visitation to children and families.

The Family Services Program provided 81 families with therapy and support and 11 families with visitation and access. A total of 156 individuals received service this year – a 60% increase over last year.

Over the past year, Family Services continued serving clients with the attachment-based/trauma-focused perspective. MCFD recognized and supported the change and provided funding to host attachment focused training (with Dr. Diane Benoit) for Family Services, MCFD, and the Mental Health Team. Family Services also hosted training on Posttraumatic Stress Disorder and the impact of trauma on children. This training was widely attended by community members.

In September 2010, the Family Services Manager was also invited to participate in the training *The Working Model of the Child Interview–Disrupted Scale* by Dr. Diane Benoit in Toronto Sick Kids Hospital. Family Services staff have since incorporated this assessment into clinical work.

Family Services also offered a 10-week anger management group for women and a six week self-esteem group for girls 13-16 years old.



▲ Manager of Family Services, Ellie Bolgar, was featured in Peace Arch News for the 10-week women therapy group.

# COUNSELLING & ADDICTION SERVICES

## Addiction Services

Since 1989, Addiction Services has operated as an out-patient clinical program providing screening, assessment, treatment, and referrals to individuals, couples, and families adversely affected by substance misuse. The program served a total of 417 clients this year and opened 243 new files (213 adults and 30 youth).

This year, new clients received a more thorough and engaging orientation with the addition of Relapse Prevention 101, a video on the neurobiology of relapse and addiction and information about recovery and harm reduction resources. This has translated to an observable increase in clients attending their first appointments. Sources Addiction Services also became the first service provider in the Fraser Health region to adopt a client-directed and feedback-informed therapy model – a change which should further improve client outcomes.

A number of new groups were developed this year. *Mindfulness Based Relapse Prevention* was offered twice. A group for parents affected by the addiction of an adult child was offered bi-weekly on a drop-in basis. *Seeking Safety*, a group for those experiencing Posttraumatic Stress and addiction, was also developed and will be co-facilitated with a trauma counsellor from South Fraser Women's Services early in the next fiscal year.

Sixty-two prevention-type presentations were conducted this year – primarily in local High Schools – to approximately 2,000 youth. Awareness and prevention videos produced by Sources continue to be distributed throughout North America and shown across the

Fraser Health Authority. The video produced last year for the Punjabi community which highlights the effects of alcohol, called *Kharaab Daru or Bad Medicine*, has been requested for community initiatives as far away as Arizona. Addictions Counsellor Jas Sandhu also presented at Kwantlen Polytechnic University and UBC introducing a holistic perspective on stress and substance use.

A community event titled *Loving an Addict, Loving Yourself* was organized and hosted at White Rock Community Centre. Award winning author Candace Plattor spoke to over 50 attendees.



▲ Counselling and Addictions Counsellor Jas Sandhu.



## Counselling Services

Counselling Services saw a total of 293 clients this year. With 125 new intakes, the program noted a slight decrease in intakes from last year.

Sources Counsellors also facilitated four groups this year. Grants from the Soroptimists Association and the Cloverdale Rotary funded two women's self-care groups. The first, *Women's Anger Management*, launched in March 2010 and continues to run. The second, *Stress-Less/More Balanced*, ran twice and with extra sessions at the request of participants. Another group, *Out of the Rut*, was offered to men. A total of 47 individuals participated in these groups. Through these groups and various community outreach activities, Sources Counselling Program aims to make professional counselling services more accessible to those who need it.



▲ Authour Candace Plattor speaks at a community event.



▲ Sources Staff representing Counselling and Addiction Services at a recent event.

# YOUTH SERVICES

## Child and Youth Mental Health

The Child and Youth Mental Health program provides services to children and youth and their families who have been identified by the Ministry as having behavioural, social, emotional, and/or mental health issues. The goal is to work closely with the child/youth in familiarizing them with their community and increasing their ability to develop positive relationships.

The program provides activity-based interventions involving one-to-one work between the Child Care Worker and the child/youth. Generally, the work involves skill building activities (social, practical, and life skills) and support for establishing and maintaining stability in the community.

This year the program served 40 clients.

## Winter House

Winter House provides emergency residential care in South Surrey for up to five youth aged 13-18 years. Winter House also provides a bed for the Aboriginal Family and Child Services. Services focus on a supportive and safe environment.

There were 48 new placements this year.

- 31% of youth have had between 1 to 5 previous placements; 17% have been in 6 to 10 previous resources; and 38% had 11 or more placements.
- Only 35% were enrolled in a school program upon admission; 79% were attending a school program at discharge.

The complex combination of mental health issues, substance abuse, absence of school programs, and instability of their current circumstances creates challenges with regards to their plan of care. Despite these numerous obstacles, Winter House has been very successful in stabilizing clients.

## Youth Justice

The Youth Justice Program provides 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. The youth assigned have been assessed as being at high risk to the community. The goal is to work closely with the youth to help them meet the conditions of their probation order and increase their ability to develop positive relationships with their family and others in the community, thereby lowering rates of recidivism.

Youth Services provided support to 25 clients this year with the length of service ranging from three months to two years. Services included curfew checks, transportation, one-to-one mentoring, community work-service supervision, school support, parent/teen mediation, parental support, job-seeking assistance, and support to the Links Day Program. Assets Checklists completed by clients indicate that services led to significant increases in youth's confidence, supports, and linkages to family, community, and school.

Client-focused goals for the coming year will be to continue connecting youth with their community; to support life skills development, independence, and self-esteem; to facilitate decreased criminal activity; to ensure youth comply with their court orders; to support increased parent-teen communication skills; and to offer support at school when necessary.

# ESSENTIAL SKILLS & EMPLOYMENT SERVICES

## Workplace Essential Skills Training Project

The Workplace Essential Skills Training (WEST) Project is an innovative HR practice that is designed to provide focused training to employees. The aim of WEST is to create new models for local businesses to embed Workplace Essential Skills into their training and development plans – models that not only train and develop employees but that also empower them.

This year, the WEST project has faced many challenges, specifically in the area of employer recruitment. This is attributed to lack of employer awareness of essential skills, time constraints, lack of adequate staff to support the project, and inexperience with training and development. However, as a result of cold calls, a door-to-door marketing campaign, and referrals, WEST selected three participants and began serving its first employer in July 2010.

The next year of the project will focus on meeting the project outcomes specifically in needs assessments, participant training, and the development of a resource guide and tool kit.

## Cloverdale Employment Resource Centre

The Cloverdale Employment Resource Centre has provided Employment Assistance Services to the communities of Cloverdale, South Surrey, and surrounding areas since 2003.

The Employment Centre provides clients with employability needs assessment; employment counselling; case management and action plan development; services to support job search and career decision-making; wage subsidies; training to upgrade skills and to assist with self-employment plans; and referral to specialized assessment.

While the unemployment rate remained high, client flows levelled off with 1,102 individuals served. Wait lists have been eliminated.

Impacting the Centre this year were sweeping changes in the industry due to the transition of funds and responsibility for employment services from the Federal Government to the Province. In September of 2010, the Province released its RFI (Request for Information) and, in March of 2011, the RFP (Request for Proposals) with the intent to re-structure the Employment Services Industry in British Columbia. This brings a time of uncertainty as staff seek to adapt to the change, to understand and pursue our best options, and to find their place in this new model.



▲ Exterior of the Cloverdale Employment Resource Centre.

CLIENTS SERVED

ESSENTIAL SKILLS AND EMPLOYMENT SERVICES 1,102



# POSITIVE BEHAVIOUR SUPPORT SERVICES

## Positive Behaviour Support – Northern BC

The Northern Positive Behaviour Support (PBS) program provides Positive Behavioural Consultation to families of children with an autism or similar diagnosis. Behavioural Consultants work in the home and community, along with the family and other caregivers, to identify the family's goals, conduct Functional Behavioural Assessments, create child-specific Behavioural Intervention Plans, teach the family and caregivers how to implement those plans, and monitor the implementation process.

The PBS Consultants also provide family, caregiver, and community training. These training sessions are aimed at teaching caregivers and the community the skills needed to understand children with autism and other disabilities; the purpose of behaviours; and behavioural intervention strategies.

Over the last fiscal year, the PBS program moved from a one year model of service to a four month model of service. The new model provides families with four months of intense In home consultation followed by another four months of follow-up, fading them out of the program. This new model has allowed consultants to serve more families as well as remove inefficiencies.

This change helped to reduce the program's wait list from between one and two years to four months, thus dramatically increasing access to service throughout the Northern region.

PBS North served 28 individuals this year.

## Positive Behaviour Support – Lower Mainland

The Lower Mainland PBS program is like the PBS North program – a family-centered service aiming to enhance the lives of the children and their families through communication training, sensory integration, skill training, community inclusion, and the systematic use of positive behaviour intervention.

This year, the Lower Mainland PBS program served 75 children and their families.

Like PBS North, the lower mainland program also provides external training on positive behaviour support and managing disruptive behaviours for families, caregivers, agency employees, paraprofessionals, and MCFD.



▲ Positive Behaviour Support - Lower Mainland team.

# CLIENT DEMOGRAPHICS & NUMBER SERVED

5,690 CLIENTS SERVED

DEMOGRAPHIC	BREAKDOWN	NUMBER OF CLIENTS SURVEYED	PERCENT OF CLIENTS SURVEYED
GENDER	Male	2,247	48%
	Female	2,454	52%
AGE	Children 0-12	669	20%
	Youth 13-18	252	7%
	Adults 19-59	1,942	59%
	Seniors 60+	450	14%
LANGUAGE SPOKEN AT HOME	English	1,775	81%
	Punjabi	173	8%
	Spanish	23	1%
	Mandarin	39	2%
	Other	172	8%
AREA OF RESIDENCE	White Rock	908	23%
	South Surrey	1,553	39%
	North Surrey	643	16%
	Cloverdale	615	15%
	Delta/Tsawwassen	83	2%
	Langley	55	1%
	Other (not specified)	164	4%

9,398 ONE-TIME-ONLY CLIENTS

Includes participants from:

- Addictions presentations
- Life Skills events
- IDP outreach
- PBS training
- Seniors Services Coffee & Connect Tours and Health Breakfasts
- Community Information calls/walk-ins/outreach
- Employment Centre resource room

# BALANCE SHEET

(audited)

- All values in \$CAD
- (Brackets denote deficiencies)

CURRENT ASSETS		2011	2010
Cash		2,606,992	1,151,593
Accounts receivable		596,907	226,785
Inventory		1,504	839
Prepaid expenses		156,616	65,043
Total current assets		3,362,019	1,444,260
Capital Assets		2,363,368	1,625,804
<b>Total Assets</b>		<b>5,725,387</b>	<b>3,070,064</b>
CURRENT LIABILITIES			
Accounts payable and accrued liabilities		938,634	335,967
Deferred contributions		127,139	109,898
Funds held in trust		--	--
Long-term debt, current portion		6,603	24,308
Loan payable, related party, current portion		--	2,150
Total current liabilities		1,072,376	472, 323
Long-term debt, net of current portion		102,564	56,442
Loan payable, related party, net of current portion		--	--
<b>Total Liabilities</b>		<b>1,174,940</b>	<b>528,765</b>
NET ASSETS			
Net assets invested in capital assets		2,254,201	1,512,904
Externally restricted net assets		30,913	51,694
Internally designated net assets		1,978,653	1,200,835
Unrestricted net assets		286,680	(254,134)
<b>Total Net Assets</b>		<b>4,550,447</b>	<b>2,541,299</b>

# STATEMENT OF REVENUES & EXPENSES

(audited)

• All values in \$CAD

• (Brackets denote deficiencies)

## REVENUES

	2011	2010
Provincial contracts	8,445,858	6,049,323
Federal contracts	173,201	28,506
Subsidies – BC Housing Management Commission	12,877	6,993
Donations	348,294	303,054
Grants	233,803	202,925
Gaming income	12,949	57,006
Earned income	424,910	303,738
<b>Total Revenues</b>	<b>9,651,892</b>	<b>6,951,545</b>

## EXPENSES

Amortization	146,331	129,075
Building occupancy	141,697	118,983
Employee benefits	1,370,514	865,451
Food and residential care costs	168,943	133,739
Interest	4,725	5,398
Office	360,534	272,846
Program furnishings and equipment	53,777	65,225
Program materials and activities	160,144	123,067
Public relations	52,268	40,416
Purchased services	336,286	173,996
Recruitment and staff development	78,789	54,334
Rent	424,589	316,201
Salaries	6,110,792	4,497,044
Travel	206,621	126,122
<b>Total Expenses</b>	<b>9,616,010</b>	<b>6,921,927</b>

<b>Excess of revenues over expenses</b>	<b>35,882</b>	<b>29,618</b>
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Internally Designated Net Assets	47,003	53,111
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Transfers to capital	(74,189)	(60,690)
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Transfers to externally restricted net assets	20,781	(6,833)
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<b>Total</b>	<b>(6,405)</b>	<b>(14,412)</b>
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<b>Excess (deficiency) of revenues over expenses, net asset designations and transfers</b>	<b>32,424</b>	<b>15,206</b>
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# SOURCES FUNDERS

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

BC Gaming

BC Housing

Community Living British Columbia

Fraser Health Authority

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United Way of the Lower Mainland

Private donors and grants from within the community



**United Way**  
of the Lower Mainland

### **Ladner Resource Centre**

4807 Georgia St. Delta, BC V4K 2T1

T: 604-946-0401 F: 604-946-8429

### **Peace Arch Resource Centre**

882 Maple St. White Rock, BC V4B 4M2

T: 604-531-6226 F: 604-531-2316

### **Prince George Resource Centre**

201 - 1600 3rd Ave. Prince George, BC V2L 3G6

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