

ANNUAL REPORT

APRIL 1, 2017 — MARCH 31, 2018

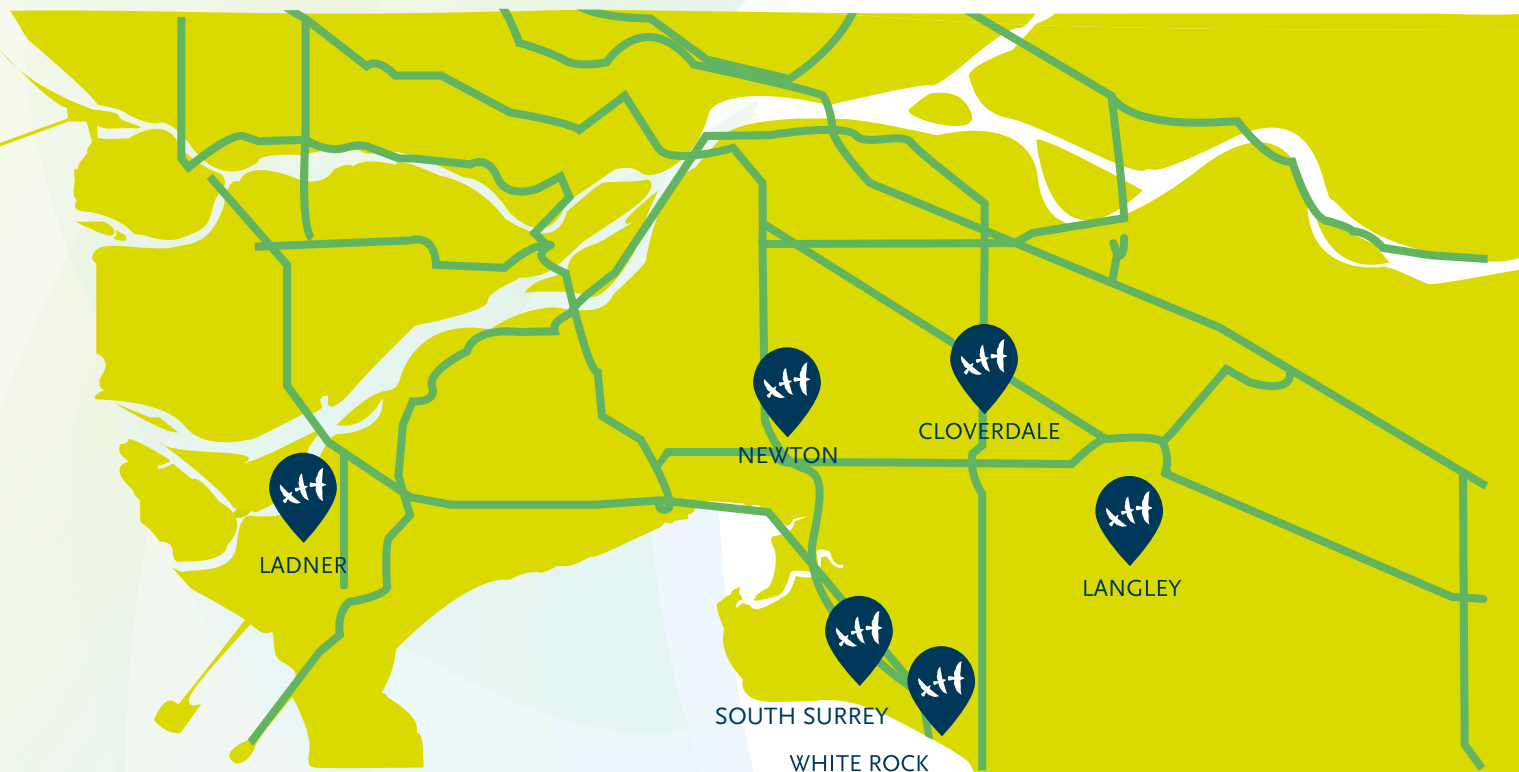


We're In Your Community

Our programs are delivered through our Community Resource Centres, community partners and other locations around British Columbia. Find out what social wellness services we offer in your community by visiting our website: www.sourcesbc.ca



NORTHERN B.C.



THE LOWER MAINLAND

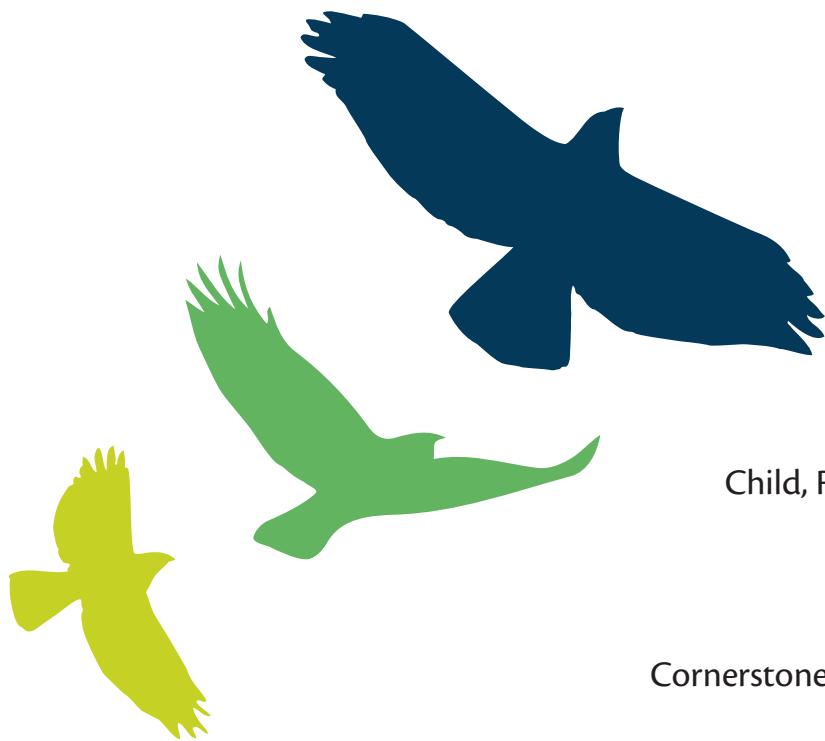


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MISSION

TO PROMOTE SOCIAL WELLNESS FOR OUR COMMUNITY

ABOUT SOURCES

SOURCES is an internationally-accredited, community-based, not-for-profit society that has served as a dependable source of help, encouragement and hope for individuals and families in White Rock, Surrey, Delta, Langley, Prince George and beyond for 40 years.

Our agency touches the lives of close to 40,000 people from across the Lower Mainland and Northern B.C. each year. To serve them, we offer a variety of programs through 20 locations, including Community Resource Centres.

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 are here—for you or someone you care about.



Message from the President



Bruce Hayne

As I reflect on my past two years as President of Sources Community Resources Society and my time with the board and beyond, I continue to be amazed and awed with this incredible organization.

As an active member of the community, I was aware of SOURCES as an organization and thought I had a sense of the scope of work the agency did in the community until one day my creative agency, thornleyHayne Communications, was asked to bid on a rebranding and marketing project nearly a decade ago. It was then that I began to get a true sense of the depth and breadth of SOURCES and its impact to our community.

I'm told that SOURCES was founded in 1978 as the White Rock/South Surrey Association for Services to Children & Their Families. We then became the White Rock Coordinating Centre in 1981. The Society changed its name to Peace Arch Community Services in 1987 and then became Sources Community Resources Society as we know it today. Along the way we amalgamated with other community services organizations such as Newton Advocacy Group, South Fraser Women's Services Society and Cornerstone Care Society. Each of these mergers has made SOURCES stronger and more diverse in the services we bring to our community.

I will be moving off the Society Board this year with a strong sense of accomplishment. Not from what I did, but rather from where the Society has grown to with superior management and staff who care for their community and their organization in such a genuine way. I will be moving over to take on the responsibility of becoming President of the Sources Foundation which has become an integral component of fundraising and profile for the organization.

SOURCES is in our community to help. We have been here for 40 years and will continue to help our community for decades to come – to lend a hand, offer counsel and step in when needed. From time to time we all need a hand; that's what community is all about. I am honoured to be part of such an amazing and dedicated organization and I look forward to sharing in the journey in the coming years.

Bruce

Board of Directors



Marlyn Graziano



Bryan Sommer



Marc Burchell



Catherine Ferguson



Sara Forte



Leigh Sully



Archie Johnston



Randy Taylor

SERVING OUR COMMUNITY

"There is nothing more fulfilling than being part of an organization that truly builds community. I am constantly amazed by our employees and volunteers. Their devotion and dedication to their clients is remarkable, and the impact they have on the lives of those they serve is incredible."

Marlyn Graziano, Vice President

"I joined the Board of Directors to give back to the community I grew up in and set a good example for my two kids. My favourite things about SOURCES are many, including the wonderful people, but of particular interest is Dolly Parton's Imagination Library program. I am proud to be a part of such a great organization!"

Bryan Sommer, Treasurer

"For 40 years SOURCES has been serving the communities of White Rock, Surrey, Delta, Langley and Prince George offering a variety of programs that I believe are key to growing healthy communities. Congratulations on 40 years of empowering lives and growing social wellness in our communities. I am honoured to be a board member!"

Catherine Ferguson

"One of the best parts of volunteering with SOURCES is it lets me give and support the community where I live and work."

Sara Forte

"For 40 years SOURCES has provided much needed services, some of which my family has been the beneficiary. We all need help at some point in our lives. Being on the board of SOURCES allows me to give back to a community that has given so much to me and my family."

Marc Burchell

"SOURCES provides essential services to our community - their activities to support the traumatized, the homeless, the disadvantaged and mentally challenged particularly interest me. In my first year on the Board I have been so impressed with the quality and dedication of SOURCES' staff and senior management team. I look forward to continuing to serve on the Board, to support the SOURCES team and am confident all the Society's work will make a difference."

Archie Johnston

Message from the CEO



David Young

Forty years ago a group of like-minded individuals joined together to create a new community-based society with the aim of improving the lives of people in White Rock and South Surrey. They took time out of their lives to discuss, think, and imagine how they could contribute to the welfare of others. I wonder if they could possibly have imagined the size and scope of impact their efforts would ultimately have on their community and beyond. They have, in fact left an incredible legacy to our community.

With more than 400 staff and 300 volunteers we provide support, hope, and encouragement to thousands of individuals in communities throughout the lower mainland and across northern British Columbia. By being in and a part of these communities we have been able to transform financial resources made available by government and other donors into much needed human services that seek to transform the lives of some of the most vulnerable in our society.

The strength and resilience of SOURCES lies in its connections with the communities we serve. Our relationships with businesses, governments, foundations, and service clubs are critical in fulfilling our mission of promoting social wellness for our community. I am thankful for their support and encouragement, as well as their patience, as we seek to do our work with kindness and integrity and the same spirit of generosity that we receive from so many in our community.

It has been my privilege to have been able to be a part of this agency's incredible journey over the past decade. While our agency has grown and evolved much over the past ten years—including mergers with four other community agencies, the development and delivery of services well beyond the peninsula, and even a name change—its purpose remains the same: to promote, develop and deliver integrated social and health services within the communities we serve.

My heartfelt thanks to the Boards of Directors, volunteers, employees, donors and funders who have helped us to do so much over the past forty years. Imagine what we will accomplish together over the next four decades. Social wellness for our community.

David

Message from the COO



Kelly Ridding

After forty years, SOURCES now has a Chief Operating Officer! I am pleased to be the very first person to hold the position. The need for a COO to pull everything together behind the scenes became increasingly apparent over the past two years. Steady growth in services, numbers of staff and clients, and community involvement called for greater coordination of day to day operations

to better meet demands. Systems in place for years could no longer sustain themselves under the pressure of growth. Over the course of the past year and a half a significant overhaul of our processes was initiated, starting with reorganizing our administrative structure and re-evaluating internal systems.

Step one was a full review and update to our quality improvement process. The position of Quality Services Manager was created and Allison Zentner took on the expansive role. Allison has accomplished a lot in a year from rebooting our quality improvement process to increasing the number of programs utilizing Sharevision, our case management system. These changes, and others, required a refresh of SOURCES' Policy and Procedures Manual, coordinated by Allison and concluded in early 2018.

Step two, human resources. A workforce of over 400 people calls for a greater focus on the HR Department. Our long time head of payroll, Lisa Briscoe, expanded her role as HR Coordinator to include oversight of the payroll department and additional HR duties. Currently in the works under Lisa's leadership is the implementation of a new payroll system expected to be up and running this Fall.

The next big step is to focus on re-accreditation. New standards call for adjustments to operations. While we continue to work on adherence to standards and meeting requirements of new ones, one year from now we'll be in the thick of preparation for the site visit of peer reviewers from Council on Accreditation, our accrediting body. With a solid foundation of operations in place, rebuilt over the past two years, SOURCES will once again fly through the process with confidence.

Kelly

HUMAN RESOURCES HIGHLIGHTS

At our annual staff recognition event, we celebrate our team and honour long service employees. This year, we presented Milestone Length of Service Awards to 42 staff, who were recognized for their 5, 10, 15, 20, 25 and 30 years of service to SOURCES! We also presented 3 Scholarships and 3 Awards!

SCHOLARSHIPS

William Fraser Scholarship: Brittany Read

Mavis Holm Scholarship: Jason Cusator

Yale Shap Scholarship: Nicole Persall

YOU MAKE THE DIFFERENCE AWARDS

Exceptional Leadership: Michael Watt

Exceptional Service: Ana Pacheco

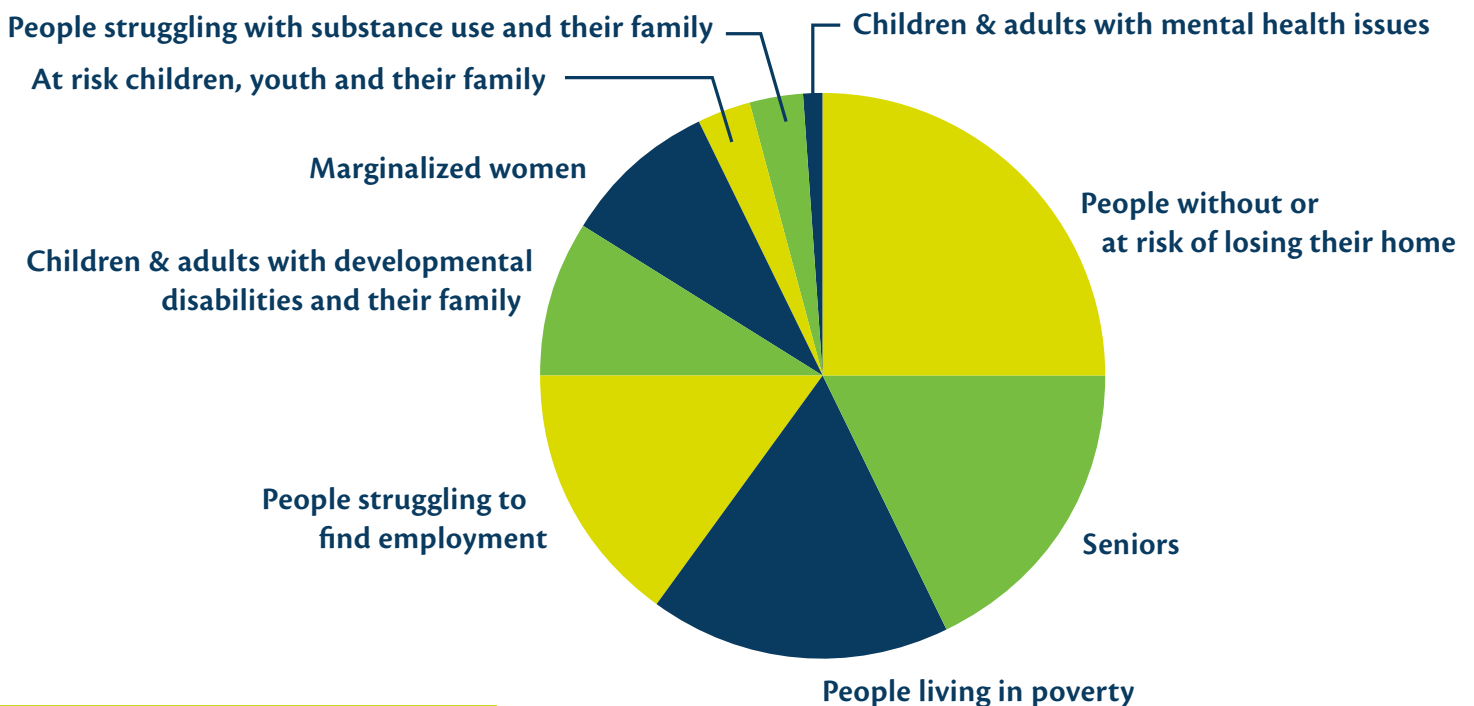
Exceptional Team Contribution: Angela Carruthers

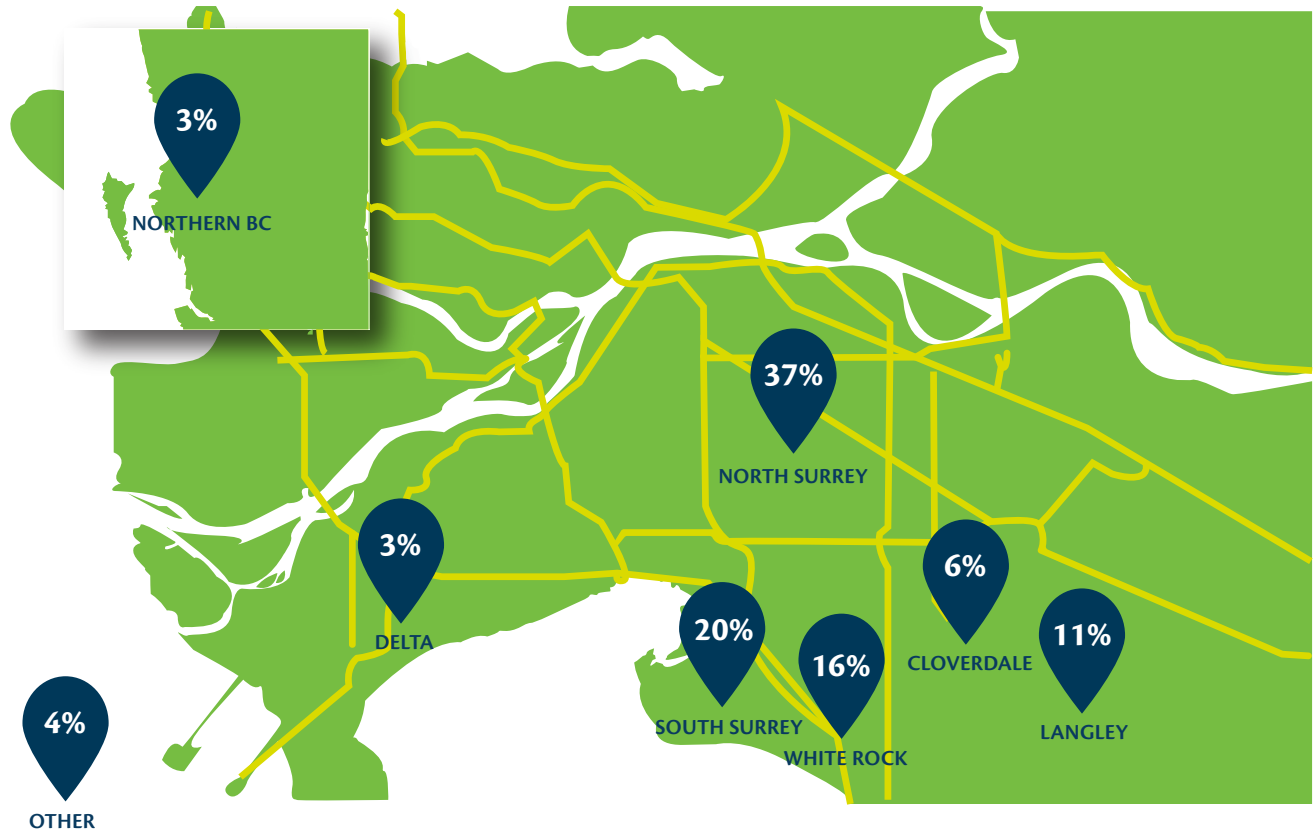


Our Community



This year, SOURCES touched the lives of close to 40,000 people in need.





WHERE OUR CLIENTS COME FROM

Cantonese 你好 Kamusta

xin chào Dari Burmese နှုတ်ခေါ်

cześć Farsi ਸਤ ਸ੍ਰੀ ਅਕਾਲ Hola

Indigenous Languages

Hello 여보세요

こんにちは

Urdu slav

Arabic

LANGUAGES SPOKEN
AT HOME





Child, Family & Counselling Services



The way we provide service to children and families continues to evolve. Generally speaking, we have moved from a place where the field focused on the “problems” of people and families to an approach that uncovers the strengths and points of resilience that every individual and family possesses. Our staff today

are trained to use a “trauma informed approach,” to engage with and empower those receiving our services. Services are provided in ways that recognize the need for physical and emotional safety, as well as choice and control in decisions affecting one’s treatment. Research is demonstrating stronger outcomes when this approach is adopted.

2017 also saw the beginning of a more comprehensive approach and strategy regarding the opioid overdose crisis. As the public health emergency continues with overdose becoming the leading cause of preventable death in British Columbia, the Sources Substance Use Services team has been a leader and collaborative partner in addressing the crisis at a local level. We developed a powerful awareness event at Peace Arch Hospital highlighting the potential impact of responding to overdoses that come to emergency departments. SOURCES led the development and presentation of three community awareness events throughout Surrey and participated in the formation of the overdose response Community Action Teams in both Surrey and South Surrey/White Rock. We also distributed 40 naloxone kits and trained a number of staff and community members in its use.

In recent years there have been a number of tragedies that have affected young people in the South Surrey/White Rock community. These have led to an outpouring of grief and requests for service. SOURCES has responded to the requests for help with support from community donors and our own Foundation. And while we have been pleased that we could assist in times of need, we also recognize that young people need support before a crisis occurs. Recognizing that there are various barriers to youth receiving or accessing the services they need, we intend to launch a program this fall that will provide cost-free mental health service to young people who feel they have a need.

Finally I would like to thank the many managers and staff who provide services to our many clients. Your dedication and commitment to providing the very best service is very much appreciated!

— HOWARD SCHEIN, EXECUTIVE DIRECTOR

“My counsellor is very supportive, empathetic, helpful, easy to talk to and very skilled! For someone who has trust issues I found it very easy to trust her.”

— Client, Substance Use Services

LOOKING BACK

The Division of Child, Family and Counselling Services has grown from a handful of programs in the mid-2000's to 15 continuing programs. Our services in the North (Prince George to the Yukon and Alberta borders) has grown from one program in 2010, to five programs serving dozens of communities.

LOOKING AHEAD

Increasingly, research is showing that building community capacity and connectedness is a cornerstone to healthier individual and family outcomes of community engagement and for communities overall. We are involved with community partners in the early stages, participating in the Child and Youth Mental Health Local Action Team, The ACES Working Group, and two Community Overdose Action Teams. These community-driven teams work together for the purpose of creating healthier communities. It is also the way forward. SOURCES will be there.



“My Child and Youth Worker has helped me by working on exposure therapy, she took time and effort to help push me further but never too far, resulting in trust and the ability to walk further.”

— Client, Mental Health Child & Youth Program



Community Living Services



A lot can happen in forty years. In fact, forty years is plenty of time for an entire movement to take place and in community living, it did. Over a hundred years ago, The Provincial Asylum for the Insane opened in British Columbia. Within the past forty years the asylum, later known as Woodlands, began to move

individuals with developmental disabilities out of the institution and in to communities. Among the homes to welcome the first residents of Woodlands in to mainstream society was SOURCES' own Stayte House. One of the very first residents to move in when the home opened in 1988 continues to live there today.

SOURCES currently has 22 permanent residents in homes throughout Surrey and Delta and over 40 people living with families in home sharing arrangements. Maybe one of them is your neighbour. Another 100 people are served in programs designed to support participation in community. You might see some our folks at the local swimming pool, at the beach, on the trails of a neighbourhood park, working in a shop, or waiting in line at the grocery store. I hope you haven't noticed. Not noticing means we are achieving community inclusion: A person once relegated to an institution is now just another face in the neighbourhood.

SOURCES promotes community inclusiveness for everyone, starting at infancy. Last year, our staff visited over 800 families in their homes to support healthy development in children born with, or at risk of developing, a disability. Our consultants provide assessment, information, support and

referrals starting at birth all the way to selecting the right preschool for their three year old with a disability. Upon graduation from high school, we may see the same child again but this time it could be to provide support finding their first job, learning new life skills to increase independence, or to fully access their community. At 40, we might be asked to find the home they always wished for with people to give them a hand when needed. A lot can happen in forty years!

— KELLY RIDDING, EXECUTIVE DIRECTOR

“What I like best is that these people who I consider family have been in my life since I was 11 years old. They are family to me and I am so happy I get to stay with them since I have aged out of care. I like that I am part of this family.”

— Client, Home Share Program



“I love participating in Crossroads. Everyone is so communicative and so understanding. All of them are terrific. I love everyone.”

— Client, Crossroads Program

LOOKING BACK

In preparation for the closing of Woodlands, the first of over 1,500 people moved out of the institution and in to the community. Stayte House opened in 1988 to receive four of the first wave of residents to move out of the institution. In 1996, Archway House opened to provide a home to four of the very last group of residents to leave.

LOOKING AHEAD

High demand for our services, whether Infant Development, Home Share or the Life Skills Centre, forces creative thinking to meet the needs of a changing demographic. Decades of fighting for inclusion resulted in real, meaningful community inclusion for people with developmental disabilities. Families and young people have different expectations of services today than years gone by. The opportunity within these changing times is exciting and inspiring, and a direct result of the successful movement of inclusion.

Our Community Services

ACCESS POSITIVE BEHAVIOUR SUPPORT

A self-referred, fee-for-service program for families with a child with autism, available throughout the Lower Mainland

COMMUNITY INCLUSION – LIFE SKILLS CENTRE

"I am happy at the program and I feel safe at the centre."

CONNECTION CAFÉ & CATERING

An intergenerational social enterprise located at the South Surrey Recreation Centre, employing seniors and youth

ESSENTIALS TO HOUSING

2,637 clients received case-managed and one-to-one service

FAMILY LAW

Provided legal information and advocacy to 798 case managed and drop-in clients

HOME SHARE

"My home share family rocks and I wouldn't want to be anywhere else."

HOUSING FIRST

Housed 63 clients who were newly homeless, hard to house or cyclically homeless

LANGLEY FOOD BANK

Provided 708 households with healthy food each week

RENT BANK

Helped 33 people to stay housed and 6 more to obtain housing

SUBSTANCE USE SERVICES

Organized and participated in meetings and training sessions to combat the opioid overdose crisis, including distributing 40 naloxone kits

TRAUMA COUNSELLING

95% of clients reported positive improvement in themselves

VOLUNTEER SERVICES – DOLLY PARTON'S IMAGINATION LIBRARY

251 children received a monthly book delivered to their home at no cost

VOLUNTEER SERVICES – VOLUNTEER WHEELS

Volunteer drivers provided 168 clients with 490 trips to medical appointments

WHITE ROCK/SOUTH SURREY FOOD BANK

Provided 1,635 households with healthy food each week

WOMEN'S PLACE

8,138 visits, more than half are seniors over 60 years old

WORKBC EMPLOYMENT SERVICES CENTRE – CLOVERDALE

Hosted and participated in over 35 events including hiring fairs

ASK AN ADVOCATE 18,000 website visits to access resources on income assistance, residential tenancy and other income support.	B.A.S.I.C. NORTH Provided 3,113 sessions to individuals in and around Prince George - 76% more than last year	BEHAVIOUR INTERVENTION & MENTAL HEALTH SERVICES New program serving Northeast BC, supporting children and youth with a developmental diagnosis and/or a mental health condition	COMMUNITY INCLUSION – CROSSROADS Supported 12 adults to identify and pursue their life aspirations, including employment, social skills, health and fitness and more
COMMUNITY INCLUSION – VENTURES Assisted 8 adults with complex developmental barriers to boost their quality of life and be active in their community	COMMUNITY LIVING – RESIDENTIAL PROGRAMS 24 adults received all-encompassing care at Primrose, Stayte, Archway, Georgia, and Chestnut Houses	CORNERSTONE CARE – HOME SUPPORT SERVICES Provided in-home senior care to 344 clients	CONCIERGE Employed 33 women with barriers
COUNSELLING 187 Clients received 873 counselling sessions	CRIME VICTIM ASSISTANCE Enables people who have been impacted by crime to access counselling supports	INFANT DEVELOPMENT PROGRAM Supported 849 families of infants aged 0-3 with a diagnosed developmental disability or is at risk for delays	EMPOWERED FOR EMPLOYMENT – BUILDING SERVICE WORKER New and free program for women survivors of violence, to empower them with skills and confidence to enter the workforce
FAMILY PRESERVATION AND REUNIFICATION – NORTH Supported 42 families where children were at risk of removal, have been removed or where reunifying the family was being considered	FAMILY SERVICES 31% increase in clients accessing therapy, family development response, family preservation and reunification and more.	FASD KEY WORKER – SOUTH SURREY WHITE ROCK Supported 13 families of children and youth who have suspected or diagnosed FASD or other neurodevelopmental condition	FASD KEY WORKER – NORTHEAST The Key Worker supported 51 clients, a 27% increase over last year
MENTAL HEALTH ADVOCACY Assisted 595 clients struggling with mental illness and related challenges	POSITIVE BEHAVIOUR SUPPORT SERVICES – LOWER MAINLAND Served 136 clients whose families have reported significant changes in their children's behaviours since starting services with our program	POSITIVE BEHAVIOUR SUPPORT SERVICES – NORTH “The whole program was a really great experience. I always felt that our needs and wants were realistically respected and incorporated”	POVERTY LAW Provided 643 clients with poverty-related supports
VOLUNTEER SERVICES – HOSPITAL-TO-HOME Volunteers made sure 234 discharged patients arrived home safely	VOLUNTEER SERVICES – INCOME TAX CLINICS Volunteers completed 2,245 income tax returns for low-income clients	VOLUNTEER SERVICES – DENTAL CLINIC 247 clients received dental relief, 50% more than last year	VOLUNTEER SERVICES – SHOP-BY-PHONE Volunteers filled and delivered 1,936 grocery orders
WORKBC EMPLOYMENT SERVICES CENTRE – WHITE ROCK 518 participants attended workshops on job search and Empowerment. 94% were very satisfied with our services	YOUTH SERVICES – FAMILY CONNECTIONS CENTRE 88% of youth were able to reunite with their families after completing this program	YOUTH SERVICES – MENTAL HEALTH CHILD & YOUTH 7% of clients identify as transgender and 19% have Aboriginal Status	YOUTH SERVICES – YOUTH JUSTICE Helped 30 youth to meet the conditions of their probation order and develop positive relationships with their family and community



Cornerstone Care & Community Services



This past year has brought a number of service delivery challenges and notable successes. While I am pleased to report that our Housing Support Services saw significant growth, the harsh reality of ongoing and increasing needs amongst our service population necessitated this growth. At the same

time, while we saw increased demand for Home Support Services; we have continued to struggle with a workforce shortage in this sector.

Since the formal launch of Ask An Advocate in 2016, utilization has increased steadily from 252 users in January 2017 to 2,950 users in June 2018 and more than 17,500 total new users. We also have 181 service providers registered, accessing in-person and web-based training, live chat advice, and other resources which support their work with clients. Ask An Advocate was developed to address the inconsistent, inaccessible, and inadequate support available for individuals who are homeless or at risk of homelessness due to insufficient income and housing instability.

Our Essentials to Housing program has also seen significant growth with additional staffing for housing support and placement as well as a new full-time Housing Crisis Worker dedicated to the most complex and urgent cases we see in this program. This additional support was essential in the current climate of near zero rental vacancy and a negative affordability rate for low income families.

In our first full year delivering Home Support Services, Cornerstone Care saw an increase in clients and service hours. At the same time, however, we have experienced greater challenges in recruitment due to high demand for Care Aides in the rapidly growing senior services and health care sectors. As a result, we have dedicated much time and energy to recruitment and will continue to do so in the coming year.

I would like to acknowledge the expertise, creativity, and dedication of our staff teams in delivering quality and effective services in this increasingly demanding climate.

— SANDRA GALBRAITH, EXECUTIVE DIRECTOR

“We can’t thank you enough for all the loving and compassionate care you showed our wonderful mom.”

— Client, Cornerstone Care



“When I came to Canada through refugee status, my English was very limited. However, I had a strong desire to succeed. I worked with concierge for 30 months, moving up from Concierge, to team lead, to operations coordinator. Sources supported me with my English tutoring, and I worked closely with my manager, learning business practices and labour laws. Today, I have a leadership role in a service company, all thanks to Sources Concierge!”

— Concierge “Graduate”



LOOKING BACK

Newton Advocacy Group (now Sources Advocacy and Housing Support Services) emerged in the early 90s and Cornerstone Care Society (now Sources Cornerstone Care) in the early 2000s out of unmet needs for social justice and social wellness services for populations struggling with basic needs such as housing, income, social engagement, and health care.

LOOKING AHEAD

We will continue to work hard as a team and with our partners in community to strive towards building a resilient and reliable system for social wellness services, where innovative, collaborative and inclusive supports are always available to all members of our community.





Employment Services



I am pleased to say that we expanded our Employment Services which now include the Empowered for Employment - Building Service Worker (EE-BSW) program along with our Cloverdale and South Surrey/White Rock Employment Services Centres. The EE-BSW program

provides practical workplace skills and training to Survivors of Violence and Multi-barriered women. SOURCES has been providing services to this client group for over 20 years. Last year, we applied for funding to support this client group with skills training and were successful in securing the contract for one year. We started the program in March 2018 and our first group of women recently completed the program. They are well on their way to employment and self-sufficiency.

Through our WorkBC programs also, we provide Empowerment Workshops that help clients understand and overcome challenges they face in their personal lives such as Stress and Anger Management, Conflict Resolution, Communication, and more. The service evaluations are full of praise for these workshops as participants progress from self-doubt to self-confidence.

This year, we started some other initiatives to reach out to our clients, such as Resume Check-Up events at local libraries, Radio Interviews to provide information about our services, and Hiring Fairs for employers moving into our communities, to name a few – all so that we can bridge the gap between employers and job seekers.

It is a busy time for our two WorkBC Employment Services Centres. This fiscal year marks the end of a 7-year contract and we are in the process of writing new proposals for these services. These services benefit the residents of local communities and are essential to the economic health of the region. Our committed and professional staff use a client-centred approach to support numerous clients with their skills training and job search needs. Thanks to our exemplary staff and their dedication, Sources Employment Services have grown over the last 7 years and have achieved positive outcomes for our clients, a true Social Wellness for our Community.

— MINAKSHI BAGAI, DIRECTOR



“My case manager has been extremely helpful, and because of her and all services, I got a second chance with a new career!”

— Client, WorkBC Employment Services



LOOKING BACK

Since our first Employment Resource Centre opened in White Rock in 1998, we have constantly seen change. We had 4 relocations; 3 moves in Cloverdale and then transitioned to the new Employment Program of BC (EPBC) in 2012 with 5 of the original staff! Three are still “toeing the line!”

LOOKING AHEAD

We are excited about the future - having robust employment services for all client groups, where they will be able to financially sustain themselves and be contributing members of society. More changes are expected but we are a resilient bunch and have shown remarkable adaptability – traits we will continue to depend upon in the coming years.



“I really feel much more confident now that I have a working resume and cover letter. Can’t thank the facilitator enough!”

— Workshop Participant



Women, Seniors & Community Services



This year was a particularly painful year for women's rights. The *Me Too* campaign showed all of us that we still need to work hard to end violence against women and men. However, when reflecting on these current challenges, it's crucial to recognize how far we have come – it conjures up a deep appreciation for the advocates who so courageously have achieved change for those who are oppressed.

At Women's Place, we partnered with organizations to lower barriers to services. We now have a public health nurse visit monthly to discuss health-related concerns with women; White Rock and Surrey library services come in to remove existing fines and help clients without ID obtain library cards; and an audiology technician provides no-cost hearing checks for clients and helps low-income clients obtain hearing aids.

One highlight at Volunteer Services was the development of a skill-building training program for both volunteers and staff, covering topics such as Boundary Setting, Conflict Prevention and De-Escalation. Those trained report they have used the learned skills during their front-line work at many of our programs, including both Food Banks, Hospital-to-Home, Newton Advocacy, Volunteer Wheels and Women's Place.

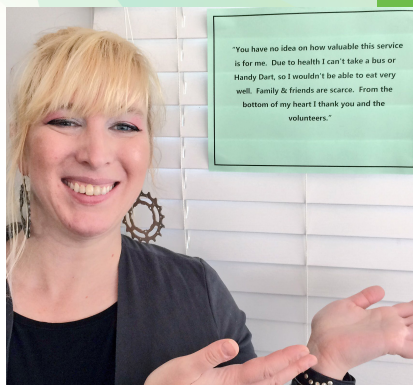
The Information and Advocacy programs – Family, Poverty and Mental Health – were restructured to align service delivery and continue as a centre of excellence in the area of advocacy. Our Modified Legal Services pilot project demonstrated successful outcomes, achieving a partial or complete resolution in 94% of cases. Further, 81% of clients reported that the project increased their ability to access justice.

The Trauma Counselling Program developed a fee for service program. We also secured a Civil Forfeiture grant to develop a coordinated, community approach to respond more effectively to gender based violence – this project effectively addresses the lack of available trauma informed resources and supports for women aged 19-24 and youth aged 14-19 in Surrey and White Rock.

Sources Langley Food Bank continues to support both the City and Township of Langley. We are proud to partner with the Langley School District, Ishtar Transition Houses, Langley Youth Hub, Meals on Wheels, Langley Farmers Market and others, to assist individuals and families with accessing fresh and healthy food and strengthening food security for the Langleys.

At the White Rock/South Surrey Food Bank, the onsite Health Clinic in partnership with Fraser Health extended its days and hours to accommodate marginalized community members. Also, thanks to a Refrigeration Grant, both Food Banks will benefit from a new refrigerated vehicle which will allow them to accept large donations of fresh produce.

— DENISE DARRELL, EXECUTIVE DIRECTOR



LOOKING BACK

Forty years ago, two single moms started a support group that operated out of the White Rock First United Church. The response to this group was so overwhelming; the participants decided to organize and form a non-profit, White Rock/South Surrey Women's Place, which came to be known as Sources Women's Place.

LOOKING AHEAD

We need to work, together, and remove the existence of gender inequalities and other social inequities so that all people will have equal access and opportunities for self-determination. I am optimistic that reconciliation and healing will replace the disparity of the past.

"I feel less isolated, grateful for the lunches. I feel a sense of community. I feel accepted here. So, thank you so much. Women's Place is a place of hope for me."

— Client, Women's Place



Our Finances



As SOURCES enters its 40th year of service to the community, I find myself reflecting upon our “brand-value.” SOURCES has become the brand-name in delivering impactful and positive social results to our communities. We are known as the place to go when in need. We are known among our generous donors and funders, that in contributing to our good works, their

dollars will deliver positive results to those that need it most. Further, our reputation attracts talented people, who in turn add to our value in the form of new ideas and new approaches toward the most impactful service delivery.

Sound financial management is at the core of that service delivery. I am very proud of the work of our Finance Team! Year round, we strive to help our Program Managers and Executive Team make informed decisions using clear financial information, giving them confidence in the choices they make, resulting in the most beneficial outcomes.

In April 2017, Cornerstone Care fully transitioned to become a wholly owned service program under the SOURCES umbrella. Cornerstone contributed significantly to SOURCES’ 12% growth this year. In addition, SOURCES has seen growth in existing contract programs throughout the agency, and has gained several new MCFD funded contracts in Northern B.C.

The Society remains in sound financial health. Through prudent financial management, diversity in funding sources, and a strategic balance between mission impact and financial sustainability, the Society is well positioned moving forward.

We are fortunate 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 and to all of our community supports. It is because of your contributions we can offer programs and services to those in need.

— JANET WEBER, CHIEF FINANCIAL OFFICER

LOOKING BACK

In 2014 SOURCES’ budget was \$18 million. Today it is over \$24 million, reflecting 33% growth in five years! The Finance, Administration and Human Resources teams have risen to the challenges in accommodating this growth.

LOOKING AHEAD

Our presence and positive reputation has raised awareness in the communities we serve. Growth is sure to follow. Continual review of financial and administrative processes is essential in order to adapt to our growth, now and in the coming years.

FUNDING PARTNERS

BC Community Gaming Grants
BC Dental Association
BC Housing
City of Surrey
City of White Rock
Community Living BC
Corporation of Delta
Elizabeth Fry Society
First West Foundation
Food Banks British Columbia
Food Banks Canada
Fraser Health Authority
Langley Memorial Hospital Foundation
Law Foundation of BC
Ministry of Children and Family Development
Ministry of Justice
Ministry of Social Development and Social Innovation
Peace Arch Hospital and Community Health Foundation
Province of British Columbia
Service Canada
The Block Charitable Foundation
United Way of the Lower Mainland
Vancity Community Foundation

...and all the various donations and grants we received from community individuals, businesses, service clubs, churches and foundations. Thank you!

Audited Financial Statements

For the year ended March 31st, 2018

ASSETS

Cash and cash equivalents	2,900,110
Accounts receivable	940,221
Prepaid expenses	203,006
	4,043,337
Capital assets	6,523,885
	10,567,222

LIABILITIES

Accounts payable and accruals	1,381,366
Deferred contributions	721,823
Current portion of long-term debt	1,892,027
	3,995,216
Long-term debt	50,046
Deferred contributions related to capital assets	625,538
	4,670,800

NET ASSETS

Net assets invested in capital assets	3,956,272
Unrestricted net assets	1,940,150
	5,896,422
	10,567,222

REVENUE

Grant Revenue	
Sources Foundation	6,773
Law Foundation	167,000
United Way	119,737
Other	446,928
Donations	
Sources Foundation	324,683
Other	342,064
Federal Contracts	356,455
Subsidies - B.C. Housing	23,928
Gaming income	214,669
Earned income	3,101,446
Provincial contracts	17,151,324
Total revenue	22,255,007

EXPENSES

Amortization	335,499
Building occupancy	458,759
Employee Benefits	2,942,595
Food and residential care costs	218,746
Interest on debt	63,854
Office	674,815
Program furnishings and equipment	220,919
Program materials and activities	1,985,352
Public relations	43,150
Purchased services	1,910,417
Recruitment and staff development	151,462
Rent	794,231
Salaries	12,068,078
Travel	364,200
Total expenses	22,232,077
Excess of revenue over expenses	22,930



SOURCES: A Decade of Development,

In 2009 Peace Arch Community Services Society (PACS) took the bold step of initiating discussions with the intent of rebranding itself after more than twenty-five years of service under the Peace Arch (PACS) banner. While this was seen as a radical move by many, it was helpful to be reminded by long-serving board member Bob Dominato that this would not be the first – but actually the third name change for the society.

The challenge that faced the society as it entered its fourth decade of service was to brand itself in such a way as to remove the perceived limitations of geographic focus and scope created by the Peace Arch name. At a time when more than three-quarters of the agency's service delivery occurred outside the White Rock headquarters of the society the name did not resonate with many of the agency's clients.

At the same time, the common use of the Peace Arch identifier among other entities including the local hospital and newspaper, detracted from the ability to establish a clear and unique identity. There was, from time to time, confusion regarding services, donations and even deliveries. PACS needed to stand out – in name and brand.

Peace Arch Community Services was a mature and well established organization that had long established a reputation of quality service to individuals and community. It led others in the province by becoming the first social services agency in British Columbia to achieve accreditation with the Council on Accreditation in 2000. It had been recognized for its excellence of service by the Surrey Board of Trade and the White Rock/South Surrey Chamber of

Commerce, and topped the list of Readers' Polls at both the Surrey Now and the Peace Arch News for several years. It was a successful, well run organization that made a positive difference in community. The challenge before it was a good one – what next?

Recruited in 2008 to succeed Martin Harris who had led the agency as Executive Director for twenty-five years, I realized that I had before me the opportunity and the responsibility to create the conditions that would “refresh” the agency's brand and set the stage for the future. PACS was highly thought of in the community. It provided excellent services. And it was in good financial and organizational condition. The branding exercise that the agency undertook did not arise out of urgent or desperate circumstances. Rather it arose more from where in place and time PACS stood in the organizational life cycle. The challenge for the agency was to ensure that conserving and protecting the existing entity did not diminish its capacity to harness creativity and nurture innovation. PACS had the potential to fall into what is commonly known as the rigidity trap. The process of re-examining its name and brand provided an opportunity to re-visit the purpose and values of the agency and to re-imagine its future. By letting go of the name it became more permissible to let go of other structures, procedures, and paradigms that got in the way of growth and development.

It was important as the agency moved forward to both honour and understand the past. The White Rock location of SOURCES was named the Peace Arch Resource Centre – an approach that would be replicated as the agency expanded to



Partnership & Emergence By David Young

Newton and Ladner. The Peace Arch Foundation would retain its name for several years – only making the transition to the Sources Foundation in 2015.

As PACS re-emerged as SOURCES in 2010 an exciting and unexpected outcome took place. Within a few weeks of the public re-branding of the agency it was approached by the Executive Director of Gateway Society for Persons with Autism. Their agency, faced with similar challenges to PACS, was enthusiastic about the future direction of SOURCES. By August 2011 Gateway had joined SOURCES. The impact of this merger was significant – setting the foundation for how the agency would grow, develop and operate for the coming years. Within a decade three other non-for-profit societies would join the SOURCES “family” – Newton Advocacy Group (2013), South Fraser Women’s Services (2013), and Cornerstone Care (2017) Societies.

Each would bring with them their own staff, volunteers, and organizational cultures and each would influence the course and direction of SOURCES as they collectively worked to achieve a shared mission of social wellness for the community. The addition of the human and financial capital enhanced the scale and capacity of SOURCES to engage with community and respond to a growing demand for services. Just as important, it fostered internal and external pressures to continually examine and refine its organizational structure, internal systems, and service approach. This has encouraged and facilitated the process commonly known as creative destruction – or as I prefer, creative de-construction. This a process by which we are able release our creativity

and innovate new approaches to the work that we do in the agency and in the community.

The growth of the scale and range of services delivered by SOURCES strengthened the agency in several ways. First and foremost, it provided staff the opportunity to support people in more holistic and integrated ways with the aim of reducing the challenges associated with many social issues including poverty, trauma, abuse and disability. Second, it provided greater financial and human capacity to withstand organizational challenges associated with funding, skill and knowledge development, as well as staff recruitment and retention. Third, it provided the agency with the capacity to improve its communication with clients and community. The new name and associated identifiers created a recognizable and reliable brand – that fostered a strong connection among staff and volunteers and with community at large. Investments in social and mainstream media as well as internal and external newsletters and bulletins have helped to establish a face for SOURCES within a very crowded landscape.

As SOURCES enters its fifth decade of community service it is timely to once again re-imagine and possibly re-invent the approach to serving community in the future. A recent “refresh” of the SOURCES logo for its Fortieth Anniversary depicts a bolder, more confident organization that has already taken flight and is now soaring upwards – destined to achieve more. This is but a small step but who knows what will emerge during the upcoming journey. Please join us.

News to Celebrate!

insideOUT

The inaugural insideOUT event, initiated by SOURCES IDP Manager Yvonne Adebar, was held September 14, 2017 in South Surrey. This new fundraiser, art show and auction raised \$1,600, which will help provide experiences of creativity and self-expression for our clients.



Volunteer Appreciation BBQ

More than 100 volunteers attended our annual appreciation event on August 17, 2017 in Langley. Everything was Canada-themed, including the red and white decorations, trivia questions, and desserts of Nanaimo bars, maple cookies, and Canada flag cake made by staff.



Congratulations to three outstanding volunteers who achieved long service milestones – thank you for sharing your time, energy and big heart with SOURCES!

*Betty-Anne Peers (25 years at
White Rock/South Surrey Food Bank)*

Craig Harrington (15 years at Life Skills Centre)

Kay Thompson (15 years at Shop-By-Phone Program)

HEADLINES

Young Minds: Understanding your teen's true thoughts

PEACE ARCH NEWS, May 16, 2017

"Three special evening events, called Tuned in Parents: Youth Sharing Their Voices, will be a chance for adults to hear teenagers discuss what they have to navigate every day. It is a chance to hear about what undermines and what supports our teenagers in the challenges they face."

Free workshop to show teens how to "Rock that Interview"

CLOVERDALE REPORTER, October 11, 2017

"Making a positive impression will make all the difference and can be accomplished by demonstrating a great attitude and being prepared for the interview, especially to overcome being shy and nervous."

Sources hosted the 12th Annual Homelessness Awareness March

SURREY NOW-LEADER, October 17, 2017

"Eight-and-a-half years ago I made a mess of my life. I fell through the cracks. Then I met Susan Sellick at a recovery house. After getting clean and sober for three months, we set up appointments. I had to set goals and I had to start believing in myself. Sources Advocacy helped me with finding housing. Once I got housing, it changed my whole outlook on life."

SHOP WITH ROTARY SAVE-ON-FOODS GIFT CARDS AND SUPPORT OUR FOOD BANK AT THE SAME TIME

When you shop with a Rotary Save-On-Foods Gift Card, Sources White Rock/South Surrey Food Bank receives 17% of your gift card's value - at no cost to you!

Learn more about this Program and where to buy gift cards at www.sourcesfoundation.ca or email fundsforfood@sourcesbc.ca

VOLUNTEER WITH US

Sources Volunteers give back to our community in many ways. Go to sourcesbc.ca/volunteer-opportunities to learn more or call 604-542-4357 or email volunteerservices@sourcesbc.ca

WORK WITH US

Want to join our talented, hard-working and compassionate team? Visit sourcesbc.ca/careers to view our current opportunities.

SUPPORT US

You can make a difference in your community by making a donation to the Sources Foundation.

Donate Online: www.sourcesfoundation.ca

In Person: 882 Maple St. White Rock, B.C. V4B 4M2

By Phone: 604-531-6226

By Mail: #208C – 1461 Johnston Rd. White Rock, B.C. V4B 3Z4

HOW CAN WE HELP YOU?

Do you or someone you know need help? Call 604-531-6226 or email info@sourcesbc.ca

Do you have a media inquiry or question about our communications? Call 604-542-7593 or email communications@sourcesbc.ca



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882 Maple St.
White Rock, BC
V4B 4M2

T: 604-531-6226

E: info@sourcesbc.ca

www.sourcesbc.ca

