



2015-2016  
**ANNUAL**  
REPORT

*a bird's-eye view*

# A Message from Options Community Services (OCS)



**Executive Director**  
**Christine Mohr**

Options is in the midst of much exciting work.

None of us could have foreseen the full impact of our government's humanitarian decision to welcome over 25,000 Syrian refugees. We knew we could count on our community to help. This experience highlighted OCS's flexibility and resourcefulness. We acted quickly to wrap supports around families, including child care, housing search, employment, counselling and more.

We are now focused on enhancing our mental health, housing, and youth services. We became a designated mental health assisted living provider, and began preparing to build transitional housing, as well as an expanded homeless shelter in Cloverdale. We have also secured property in Surrey with plans to build an integrated youth centre and affordable housing for a variety of identified service populations.

We are honoured to have long term relationships with many community organizations and new partnerships that are deepening as the result of a shared purpose. THANK YOU to our staff, volunteers and Board for all their passion and hard work. To our community partners, funders and donors—THANK YOU for your never-ending commitment to community.



**Chair**  
**Tim Beachy**

Every day, Options evolves and adapts to meet the changing needs of the community.

We are determined to take on the tough challenges facing individuals, families and the community. We take seriously our vision: to inspire hope and belonging!

OCS is well positioned for the future. We are investing in and expanding services, engaging more people in the work and partnering with other community organizations. We are grateful for the depth and breadth of community support we receive.

OCS's Board of Directors is always busy. Finances are secure and organizational risks are identified and addressed. Quality improvement is a focus in all areas and programs.

I thank the Board for its consistent focus on supporting staff and responding to changing needs in the community. OCS staff and volunteers, led by E.D. Christine Mohr and the whole E-Team, continue to perform at a very high level. These incredible staff and volunteers are the hands and hearts that serve the community with so much skill and commitment. We all owe them our thanks.

## Board of Directors

### Executive

#### Chair

Tim Beachy

#### Vice Chair

Ken Holmberg

#### Treasurer

Kevin Kilgour

#### Secretary

Rosy Manhas

### Directors

Craig East

Doug Neale

Louella Matthias

Kamaljit Lehal

Michael Kendler

Hema Shrestha

Angela Rai

John Gibeau

# About Us

## Our Vision

We inspire hope and belonging for all.

## Our Mission

We are a diverse organization, united in the purpose of helping people to help themselves and promoting safe, healthy, vibrant communities.

## Our Values

**Diversity:** At OCS, everyone has a voice. We are inclusive, respectful and fair.

**Integrity:** We are accountable, honest and compassionate.

**Resourcefulness:** We are creative, flexible and innovative.

**Collaboration:** We work collaboratively as partners and teams within the organization and broader community.

**Excellence:** We go above and beyond the ordinary and strive towards the exceptional and extraordinary.



## Our People



**434**  
employees

**43**  
languages spoken

**495**  
volunteers

## Our Programs

We provide services across the life span from prenatal to seniors throughout Surrey, Delta, White Rock and Langley.



## Our Partners

We believe in the power of collaboration; working with individuals, businesses, community groups and government toward our vision of inspiring hope and belonging for all.



# Making a Difference in People's Lives

*My worker was truly amazing. I was able to come to trust her and the information she provided me with has helped me become more comfortable in my community and has helped me become a better mother-she has changed my life.*

*Family Strengthening Program*

*I cannot say enough about how thankful I am. The only reason I am not going to kill myself is because I talked to you.*

*Fraser Health Crisis Line*

*Staff helped me find my voice again.*

*Threshold Program*

*Worker did a great job connecting with the client and making them feel comfortable.*

*Historically, the client was reluctant to accept services, so it was great to hear that the client was engaged with a much needed support.*

*Referring Social Worker-Quick Response Program*



*I couldn't imagine someone helping me, but you managed to... thank you so much...I will definitely call back again if I need help.*

*Fraser Health Crisis Line*

*There is no judgment here. No stigma, no hiding, no lying and making excuses to seem 'normal'. We all accept each other and are supportive.*

*Clubhouse Program Member*

*Very helpful, informative, and flexible. Counsellor is awesome. She really cared and made a difference.*

*Children & Youth for Domestic Peace*

*I learned a lot of effective, positive parenting skills. I was also able to discuss my concerns and issues and not feel like I was being judged. It was good to hear other parents concerns and know that I'm not alone.*

*Nobody's Perfect Parenting Program*

## Accreditation and Quality Assurance

OCS is an accredited agency; this reflects and confirms our commitment to best practices, ethics and client services. It also reflects a commitment to quality assurance, quality improvement and continually adapting to meet community needs.



# Who We Serve

**39,858**

CALLS TO FRASER  
HEALTH CRISIS LINE

**23,554**

CHILD CARE AND  
SUBSIDY REFERRALS

MORE THAN  
**100,000**

LIVES WERE TOUCHED  
IN 2015-2016

**19,572**

VISITS TO FAMILY  
RESOURCE PROGRAMS

**17,411**

WHALLEY EMPLOYMENT  
RESOURCE ROOM VISITS

**3,775** ACCESSED IMMIGRANT SERVICES

<b>Stopping the Violence</b> 562 individuals	<b>Mental Health/Housing</b> 713 individuals	<b>CCRR Lending Library</b> 2,038 childcare providers
<b>Immigrant Settlement</b> 3,755 individuals	<b>Counselling Services</b> 601 children/families	<b>Crisis Line Training</b> 217 volunteers
<b>Healthiest Babies Possible</b> 536 vulnerable pregnant women	<b>Employment Services</b> 17,411 drop ins 1,902 case-managed	<b>Hyland Shelters/Outreach</b> 923 people sheltered 1,161 outreach contacts

## Top 9 Languages accessing mainstream programs

English	Chinese	Punjabi	Korean	Farsi	Spanish	Tagalog	Hindi	Arabic	Other
19.5%	9%	6%	3.5%	1.5%	1.4%	1.4%	1%	0.5%	56.2%



Surrey's population is **expected to increase by over 300,000** in the next 3 decades.

Our community is **extremely diverse** in country of origin, religion, culture, language, education and income level.

Options is **committed to ensuring** services are relevant and meet the changing needs.

## Volunteer – you'll be glad you did

### OCS Needs You

Every year, hundreds of people donate their time and skills to OCS programs through activities such as:

- supporting families, youth and newcomers to Canada
- assisting with reception, clerical and IT-related tasks
- cooking, teaching, painting, building playgrounds, helping with special projects, and more

### Fraser Health Crisis Line

No experience is needed, as extensive training and ongoing support is provided. If you are interested in this rewarding and challenging opportunity, please **visit [options.bc.ca](http://options.bc.ca)** for information about:

- qualifications
- tasks
- responsibilities
- how to apply

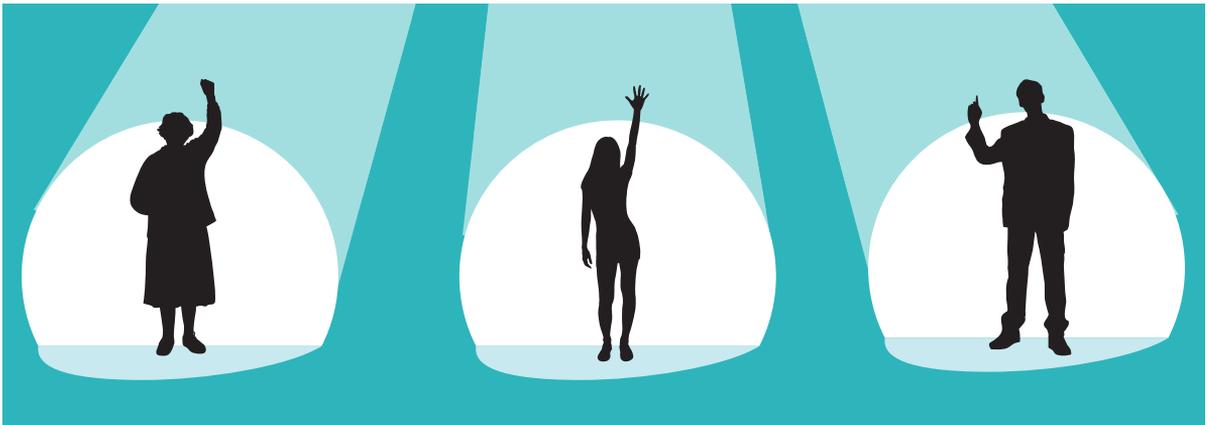
“

IT'S GRATIFYING TO KNOW THAT YOU HAVE HELPED IN SOME WAY.

IT HAS BEEN THE MOST REWARDING VOLUNTEER POSITION I'VE HELD.

THE KNOWLEDGE I HAVE GAINED HERE IS INVALUABLE.

”



## THANK YOU to our donors

**Our donors make a difference to everyone that we serve in so many ways.**

All gifts, big and small, matter. Some examples of how donated dollars are used include:

- developing new and innovative programming
- providing families with needed household supplies
- building playgrounds and providing opportunities for children/youth to go to camp

**To learn more about how you can make a difference:**

Call: Janice Boyle, Director of Development, at 604.584.5811 ext.1342

Email: [janice.boyle@options.bc.ca](mailto:janice.boyle@options.bc.ca)

# Early Years Programs



## Healthiest Babies Possible

Provides pre-postnatal support to vulnerable women to assist them in having healthy birth-weight babies.

**92%**  
babies born with  
**optimal birth weight**

.....  
**536**  
women served

**1,899**  
attended **Children  
the Heart of the  
Matter** Conference

.....  
**96%**  
provide **better  
quality child care**  
after training

## Child Care Resource & Referral

Educates and trains childcare providers. Helps parents locate quality childcare.



## First Steps

Minimizes impact of trauma on the growth and development of very young refugee children and their caregivers.

**808**  
attended a  
**parenting workshop**

.....  
**80%**  
report program had a  
**positive influence on  
their children**



## Growing Together

Assists young moms to finish high school while raising healthy children.



# Employment Services Centre

Whalley Employment Services Centre is committed to helping people succeed in their job search.

Services all available at no cost.  
Specialized Employment Services  
Career Planning Assessments  
Self-Serve Resource Centre  
Employment Counselling  
Job Search Workshop  
Financial Support  
Self-Employment  
Job Coaching  
Skills Training

WESC is an all-inclusive employment centre funded by the Government of B.C. to help job seekers around the Central City/Whalley area find work.

**99%**

needs and goals addressed

**900**

found employment

**1,900**

received one-on-one support

**3,400**

attended workshops

**17,411**

visits to resource room

“  
VERY PROFESSIONAL,  
GOOD SERVICE, GOOD  
EXPLANATION OF EVERYTHING.  
I FELT RESPECTED AND  
COMFORTABLE.  
”



“  
FAST, FRIENDLY AND  
KNOWLEDGEABLE STAFF.  
GREAT ATMOSPHERE  
AND GREAT RESOURCES.  
”



# Family and Children's Intervention Services

OCS offers many programs and groups to assist families experiencing crises in their lives.

## Support to Parents of Young Children

Builds better communication and positive interactions between parents and children. Teaches effective responses to challenging behaviours.

## Family Counselling

Masters-level therapists help families build healthy relationships, work through anxiety/depression, learn coping skills and resolve conflicts.

## Quick Response

Short-term, intensive supports for families in immediate crisis and at risk of abusing or neglecting their children. Assists families to learn new strategies.

**8,000**  
hours of counselling

**333**  
families supported

**44**  
specialized groups held

## Supervised Access

Supervised visiting for parents whose children are in the care of MCFD.

**100%**

parents report learning new parenting skills



“  
I AM SO PLEASED TO HAVE BEEN INVOLVED IN THIS PROGRAM. THE PAST SIX WEEKS HAVE BEEN SUCH A RELIEF IN KNOWING AND LEARNING ABOUT ADDITIONAL RESOURCES AND SUPPORTS.  
”

## Family Strengthening and Development/Family Support Outreach

Enhances children's safety by providing support and new skills to parents of children in Surrey.

**99%**

of clients using more community resources to meet family needs

**83%**

of families experiencing less crisis in their lives

“  
I HAVE LEARNED A LOT OF EFFECTIVE, POSITIVE PARENTING SKILLS.  
”

“  
I WAS ABLE TO DISCUSS MY CONCERNS AND ISSUES AND NOT FEEL JUDGED.  
”

## Specialized Services to Children and Families

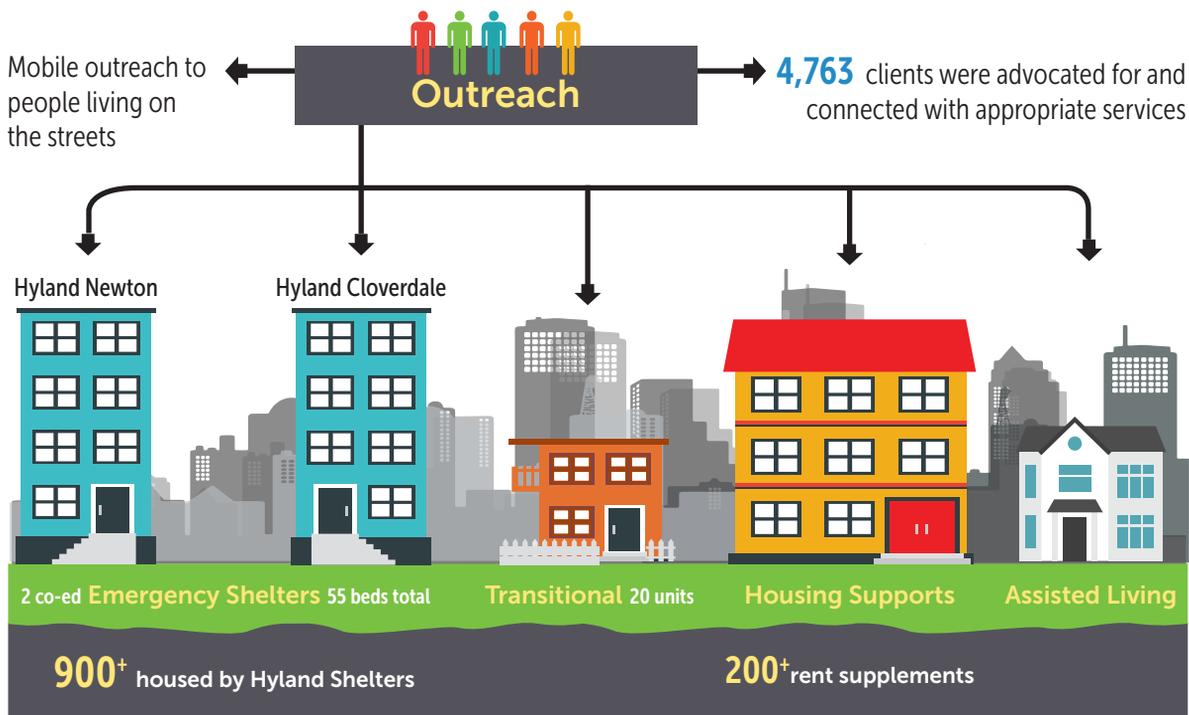
Opportunities for children (age 3-18) with special needs (developmental disability and/or autism) to participate fully in the community, experience meaningful friendships and learn new skills.

**246**  
children served

“  
I NEVER THOUGHT MY CHILD WOULD CHANGE UNTIL HER WORKER CAME INTO HER LIFE.  
”

# Homeless, Housing and Mental Health

Hyland Newton and Cloverdale Shelters and our Homeless Outreach team offer a continuum of services designed to break the cycle of homelessness.



**Shelters:** Temporary accommodation and services to meet immediate needs for shelter, food and security, and connections to services such as health care and employment. Shelters are truly a gateway to stable housing and independence.

**Mobile Outreach:** Our team provides a wide range of supports. They:

- address immediate needs, such as food, warm clothing and a place to stay
- connect people with housing, income support and health services
- link people to other services in the community



# Homeless, Housing and Mental Health

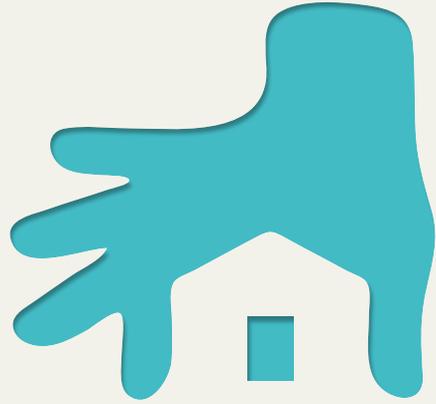
## Clubhouse Programs

OCS's clubhouses offer a supportive environment to adults living with mental illness. We provide vocational, educational, recreational, emotional and physical wellness services to support our Members in living their most fulfilling lives.

“  
I HAVE NEVER FELT SO MUCH CARING OR SUPPORT, AND NOW KNOW THESE RESOURCES ARE AVAILABLE.  
”

**83%**  
report quality of life has improved

**100%**  
would recommend programs to friends/family



## Supported Community and Independent Living

SCL and Supported Independent Living (SIL) provide persons living with mental illness affordable, self-contained living units and/or a variety of support services in the communities of White Rock and South Surrey.

**92%**  
report an overall improvement in health and wellness

**100%**  
report improved lifeskills

## Fraser Health Crisis Line

FHCL provides a free 24 hour service, 365 days a year for people throughout the Fraser Health Region – from Burnaby to Boston Bar and everything in-between. The Crisis Line, operated by OCS, also supports callers throughout the province through the provision of 1800SUICIDE and the 310Mental Health Support Line (310-6789).

**39,858**  
calls taken



**4,046**  
were seniors

**> 20,500**  
volunteer hours



**30%**  
increase over past 5 years



# Stopping the Violence Programs

OCS provides several services to assist women, children and families to find physical and emotional safety and break the cycle of domestic violence.

## Transition Houses



for women and their children fleeing abuse, including information and supports for decision-making, short-term shelter or housing, referrals to other services and links to affordable housing.

“  
STAFF  
HELPED ME  
FIND MY VOICE  
AGAIN!  
”



## Threshold Multicultural Outreach



support and court assistance for women who remain with their abusive partner, or are in the process of becoming independent.



“  
YOUR  
THOUGHTFULNESS  
REALLY TOUCHED  
OUR HEART AND THE  
GRATITUDE I FEEL REALLY  
CAN'T BE PUT INTO WORDS.  
FOR I KNOW THERE'S ALWAYS A  
RAINBOW AFTER THE RAIN  
AND I AM SURE  
WE HAVE A BETTER LIFE  
AHEAD OF US.  
”

## Children and Youth for Domestic Peace



for children and youth between the ages of 3-18 who have been exposed to abuse and/or violence. Provides group or individual in-office and school-based counselling.

**93%**

report an **increase in** child's ability to name and express feelings

**100%**

report an **increase in** child's self esteem

# Services for Immigrants



## Immigrant Settlement Program

ISP at OCS employs 25 staff representing 12 languages to provide support, including:

- Orientation Support
- Employment-related Settlement
- Community Connections Activities to immigrant and refugee newcomers (permanent residents, naturalized citizens, temporary foreign workers, international students with work permits, and refugee claimants).

**98.9%**

report a better understanding of Canadian systems and culture as a result of Immigrant Service Programs

## Top 8 identified countries of origin

China	23%
South Korea	20%
India	13%
Somalia	10%
Iraq	09%
Syria	09%
Philippines	06%
Vietnam	04%

**179**

received services

**93%**

reported developing social connections and feeling less isolated

## Moving Ahead Program

MAP provides comprehensive support for vulnerable immigrants and refugees who have survived extreme loss and trauma, and currently face many challenges.

### Top service languages in MAP

Arabic, Karen, Somali, Dari, Pushtu, Spanish and Farsi.



# Youth and School-Based Services

## Youth Supported Independent Living

The YSIL Program provides housing and supports to young people living with a mental illness.



## STARR

Out-of-school, group-based activities to help kids develop leadership and relationship skills.

**1,245**  
children served

**367**  
caregivers served



## Surrey Youth Independent Housing Program

SYIH serves homeless youth between the ages of 16-24 who want to pursue their educational or vocational goals.



## Options for Schools

OFS is a partnership program with Surrey School District 36. Youth in need of support are identified and provided with specialized services to ensure they can stay in school.



**83%**

of clients are between the age of 13-19 years

**150**  
children and youth actively receiving services



## Suicide Prevention Education and Counselling

SPEAC provides risk assessment, crisis intervention and counselling to youth affected by, thinking about or having attempted suicide. Suicide prevention workshops are also provided.



## Sexual Abuse Counselling

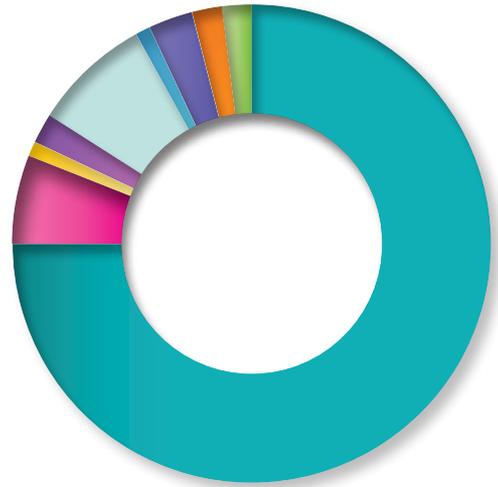
SAC provides support to children and youth from Surrey where sexual abuse has either been disclosed or is suspected.

“  
THE COUNSELLORS ARE VERY SENSITIVE TO MY DAUGHTER'S NEEDS. SHE ALWAYS CAME OUT SMILING AND LAUGHING WHEN SHE CAME IN UNHAPPY OR SAD.  
”

# Financials

## Revenue for the Year Ending March 31, 2016

Provincial	76.5%
Federal	6.5%
Municipal	0.2%
United Way	1.9%
Other Funding Agencies	7.9%
Donations	0.3%
Client Rent/Rentals	3.2%
Sales and Fees	1.6%
Miscellaneous	1.83%

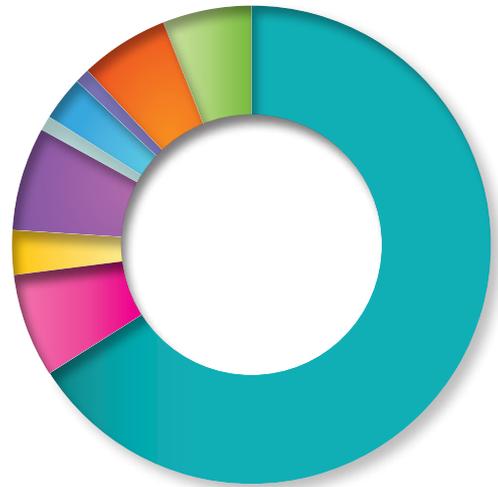


## Highlights

The Society's 2015-16 total revenue, before internal allocations, increased year-over-year by approximately \$1.16 million, to \$25.88 million. This represents an increase of approximately 4.69% over the previous year.

## Expenses for the Year Ending March 31, 2016

Wages and Benefits	64.9%
Building Occupancy	7.4%
Office	2.8%
Program Costs/Training	6.3%
Food Service & Supplies	1%
Fees to Clients	5.9%
Bank Charges & Interest	0.3%
Contracted Services	5%
Client Housing	6.5%



## Highlights

Total expenses, before internal allocations, increased year-over-year by approximately \$2.0 million, to \$25.21 million. This represents an increase of approximately 8.59% over the previous year. The increase in revenues and expenses produced a net decrease in operating surplus of approximately \$155 thousand, or 10.37% under the comparable surplus amount in the previous period. Once again, OCS had a very good financial year and remains in excellent financial condition.



[www.options.bc.ca](http://www.options.bc.ca)

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*“The greatest test of true service ...  
is to light the way for others while weathering any storm.”*

Author Unknown



**ACKNOWLEDGMENTS**

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and Citizenship Canada

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