



OUTCOMES REPORT

2015 - 2016

*"The greatest test of true service is to light the way for others ... while weathering any storm."
- Author Unknown*

Building Community
Inspiring Hope



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Vision, Mission and Values

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 ordinary and strive towards the exceptional and extraordinary.

Diversity Statement

The diversity of our community takes many forms. OCS is committed to celebrating the rich diversity of our community. We are guided by the principle that celebrating diversity enriches and empowers the lives of all people.

Who We Are ...

Options Community Services Society (OCS) is a non-profit society and registered charity dedicated to strengthening individuals, families and communities. OCS has been serving the communities of Surrey, Delta, White Rock, Cloverdale and many areas of the Fraser Health Region since 1969. OCS also operates a sister society: Habitat Housing Society, which operates affordable housing complexes for low income families and people living with mental illness.

We provide programs in many areas, including:

- Child Care Resource and Referral
- Children Who Witness Abuse
- Community Housing Services
- Early Childhood and Parenting Groups and Services
- Family and Children's Support Services including: Quick Response, Supervised Access, Family Strengthening and Development and Family Support Outreach
- Family Counselling
- Family Resource Programs
- Fraser Health Crisis Line
- Homeless Shelters and Homeless Outreach Services
- Immigrant Settlement and Supports for Vulnerable Newcomers
- Mental Health and Supported Housing/Living Services
- Pregnancy Support and Nutrition Services
- Services for Children and Youth with Special Needs
- Sexual Abuse Counselling
- Suicide Prevention Counselling
- Supported Living and Supported Housing
- Transition Houses for Women and their Children
- Vocational Rehabilitation and Clubhouse Services (for adults living with mental illness)
- WorkBC Employment Services
- Youth and School-based Services

OCS is fully accredited under the Council of Accreditation (COA).

Get Involved

Options Needs You Volunteer. You'll be glad you did!

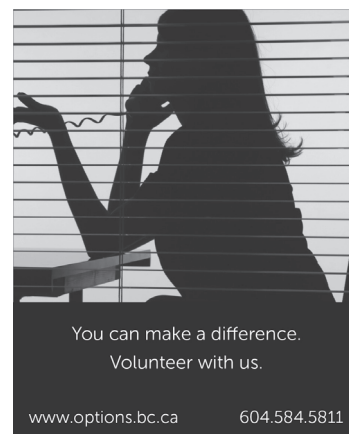
Every year, hundreds of people donate their time and skills to the diverse array of programs at OCS. This year, almost 500 volunteers contributed over 28,000 hours of their time. They engaged in a variety of activities, including: answering Fraser Health Crisis Line calls, supporting families, youth and newcomers to Canada, cooking, teaching, crafting, researching, assisting with reception and clerical tasks, building playgrounds, landscaping, painting, IT-related tasks, special projects and much, much more. We couldn't do it without the support of our incredible volunteers!

Volunteer with the Crisis Line

Volunteers aged 18 and older come from all walks of life and reflect the cultural diversity of the community.

Volunteers receive 50 hours of training before answering the Crisis Line. Some of the topic areas include:

- Cultural Competence & Diversity
- Crisis Intervention
- Suicide & Homicide Risk Assessment
- Family Violence
- Boundary and Limit Setting



Thank you to our Donors ...

Options Community Services celebrates and acknowledges all of our donors and friends who support and contribute to the work that we do. Our donors make a difference to everyone that we serve in so many ways and all gifts big and small, matter. The following are some examples of how donated dollars are used:

- Developing new and innovative programming
- Providing families and children with much needed household supplies
- Building playgrounds and providing opportunities for children and youth to go to camp, become leaders and grow friendships
- Providing food and much needed household items to those in need

To learn more about how you can contribute, visit us at www.options.bc.ca or contact:

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 e: janice.boyle@options.bc.ca



*Tim Beachy
Board Chair*

Message from the Chair

Looking to the Future ...

Options is a vital organization in the community. It serves the community each day through hundreds of dedicated and skilled staff and volunteers. Options staff and volunteers lead the community towards responding and caring. Change happens every day at Options, just as it does in the community. We take seriously our vision: to inspire hope and belonging!

Options is determined and well equipped to take on the tough challenges facing individuals, families and the community during this time of change. Options strategic plan is bearing fruit: we are investing in and expanding services, engaging more people in the work and partnering with other community organizations.

Options' Board of Directors is always busy. Options' finances are secure, providing a solid base for the future. Services are being improved and made more responsive. Due diligence practices are thorough and effective. Long and short term organizational risks are identified and addressed. Quality improvement is a focus in all programs. The Board continually improves its governance policies and practices. Here are a few spotlighted developments this year:

- Our swift response to refugees through professional and personal support
- Ongoing and new commitments to expand housing, mental health and other street level solutions for the community
- Program improvements and outcomes in our employment programs
- Our investments in land and facilities dedicated to expanded services
- A commitment to raise more funds locally for needed programs and facilities

Options is well-positioned for the future: it is flexible, adaptable and has a depth of leadership across the organization. We are very gratified for the depth and breadth of community support.

I thank the very strong Board for its consistent and intense focus on supporting the staff and responding to change and needs in the community. The Options staff, led by Executive Director, Christine Mohr, and the whole Executive Team continues to perform at a very high level. These incredible staff and volunteers are the face of Options in the community as well as the hands and hearts that serve the community with so much skill and commitment. We all owe them our thanks.

Message from the Executive Director

This Year in Reflection ...

OCS is a happening place with lots of exciting work at hand. Some work has been sprung on us as is the case with the arrival of an unprecedented number of Syrian refugees, while other projects such as the expansion of the Cloverdale Shelter and Transitional Housing continue to take the hurry up and wait path.



None of us could have foreseen the full impact of our new government's humanitarian decision of welcoming 25,000 Syrian refugees, but we could count on our community's desire to help. This experience highlighted the value of being an organization that could literally mobilize on the fly to wrap supports around families - child care services, individual settlement services, housing search, pregnancy support outreach, counselling consultation, and more.

As per our strategic plan, we have focused on growth particularly in our mental health, housing, and youth services. We are now a designated mental health assisted living provider, achieving some growth this year with more planned. Site preparation for the expansion of the Cloverdale Homeless Shelter and Transitional Housing is complete and we are excited to begin building.

We were disappointed not to have been selected as one of the Provincial Integrated Youth Service Centres, however, we will not let this stop us. We have property where we want to build a place that will include an integrated youth centre and affordable housing for youth leaving government care, women and children leaving family violence, individuals dealing with mental health challenges, and others.

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.

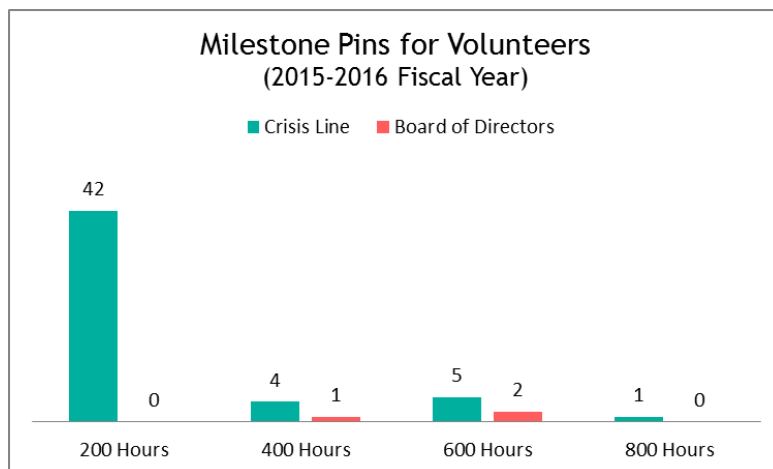
Volunteers and Staff

Thank You to our wonderful volunteers and staff!

We couldn't do it without our amazing team of volunteers and staff!

Options had almost 500 volunteers in 2016, with 160 of those being new. Our volunteers receive Milestone Pins for giving 200, 400, 600, 800, and 1000 hours of their time.

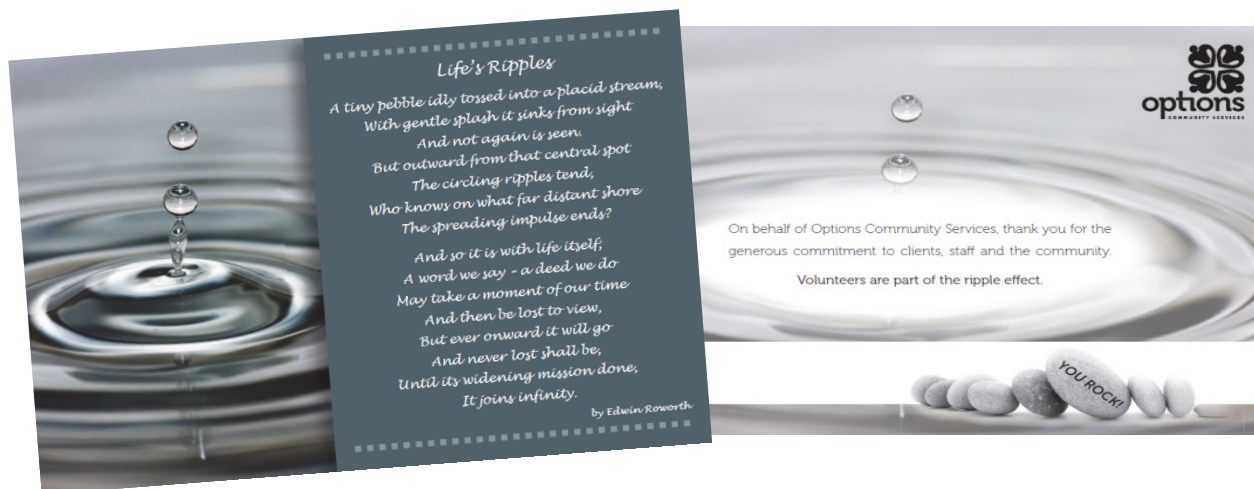
Between April 1, 2015 and March 31, 2016, we had an incredible group of 55 volunteers who reached one of these milestones; a 40 percent increase from 2014!



National Volunteer Week

Options also celebrates *National Volunteer Week* every year.

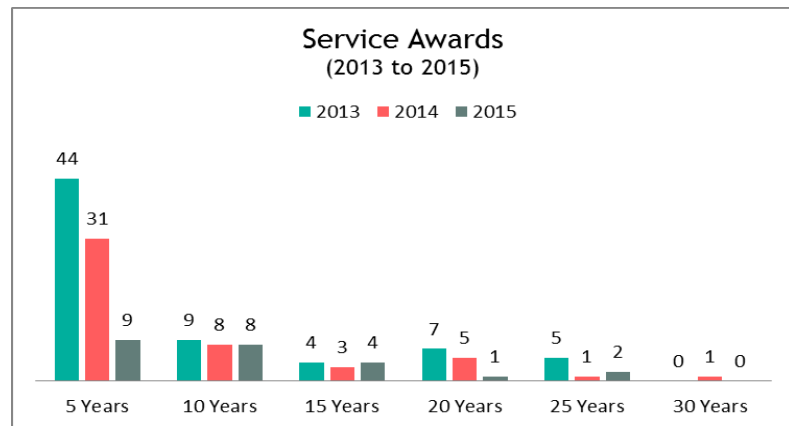
In 2015, our 300 volunteers received an Options-branded, engraved rock that said “You Rock,” along with a thank you card.



Staff Service

Staff receive recognition every 5 years. The award consists of a certificate, a letter acknowledging the years of service signed by the Executive Director and a member of the Board of Directors, as well as a monetary gift.

After 25 years of service, employees also receive a plaque specially picked out by their supervisor. Managers are encouraged to present the award publicly, and individualize the presentation of all the service awards. In 2015, two individuals celebrated their 25 year anniversary as Options employees!



A total of 24 individuals received an award, most of them for 5 and 10 years of service.

Staff at OCS are also encouraged to publicly appreciate each other's efforts. Options has several initiatives that increase appreciation and recognition including:

- Potlucks, BBQs and events celebrating the diversity of cultural backgrounds
- Children's Christmas Party
- Staff Christmas Party

Staff Development

At Options, we are committed to supporting our team of staff and volunteers in their professional growth. Our Staff Development Committee is a group of individuals who are representative of the programs and services of Options Community Services Society (OCS). The committee meets monthly to plan, coordinate and evaluate the delivery of training specific to all OCS personnel.

A number of mandatory and elective training workshops have been provided to OCS personnel.

Workshops and training for all staff included:

All Staff	Sessions	Participants
• Emergency First Aid/CPR Level C w/AED	6 Full Days	75 attended
• Occupational First Aid Level 1 (for First Aid Attendants)	1 Full Day	10 trained (externally)
• Orientation	5 Workshops	83 staff and 11 practicum students/volunteers
• Non-Violent Crisis Intervention	7 Workshops	114 staff certified for one year 18 staff certified for two years
• Respectful Workplace	1 Workshops	32 staff attended
• Agency Day: • Stress Management for the Caregiver	1 Session	195 staff attended

All Staff	Sessions	Participants
<ul style="list-style-type: none"> Program Showcase Relias (assigned) Reoccurring Annual Review 	<ul style="list-style-type: none"> Building Orientation (Newton, Carole Wahl & EYC) Confidentiality Material Ethics Material Reporting Material 	
<ul style="list-style-type: none"> Other 	<ul style="list-style-type: none"> Medication Management for Assisted Living staff 	
<ul style="list-style-type: none"> Women & Family Law - Parenting Time & Responsibility 		14 attended
<ul style="list-style-type: none"> AED training 		55 attended
<ul style="list-style-type: none"> Your Pension, Your Future Thinking About Retiring 		12 attended
<ul style="list-style-type: none"> Immunity and Mental Health - Looking at ways to improve both 		58 attended
<ul style="list-style-type: none"> There is no plan: <i>Living well at the edge of chaos</i> 	Wisdom Within	
<ul style="list-style-type: none"> Supporting Refugees: <i>Settlement Services and Beyond</i> 	Wisdom Within XL	

In addition, workshops and training for supervision and leadership staff included:

Supervision/Leadership	Participants
<ul style="list-style-type: none"> CSSEA Conference 	9 attended
<ul style="list-style-type: none"> Introduction to Coaching 	Managers/Asst. Managers Coordinators
<ul style="list-style-type: none"> Communication: <i>How to Present Ourselves Internally/Externally</i> 	27 attended
<ul style="list-style-type: none"> Portal training 	24 attended
<ul style="list-style-type: none"> Law Conference 	2 attended
<ul style="list-style-type: none"> Giving & Receiving Feedback 	43 attended

Further to this, each program also participates in training and education specific to their service setting as a part of our commitment to Performance & Quality Improvement (PQI).

Client and Stakeholder Satisfaction

Client Feedback (<i>all programs</i>)	2012/2013	2013/2014	2014/2015	2015/2016
• Clients satisfied with OCS programs	97.8%	96.5%	96.9%	97.4%
• Clients who felt welcomed and respected	97.6%	95.7%	97.2%	97.8%
• Clients who felt their goals were met	92.7%	90.9%	91.1%	90.1%
Funder and Community/Partner/ Stakeholder Feedback (<i>all programs</i>)	2012/2013	2013/2014	2014/2015	2015/2016
• Stakeholders satisfied with OCS programs and staff's skills and service	98.2%	97.3%	97.5%	98.1%
• Stakeholders who felt the programs were welcoming and respectful	97.0%	97.2%	97.3%	97.2%
• Stakeholders who would recommend an OCS program/refer to it again	98.1%	97.8%	94.8%	96.0%

~results include "always" and "almost always" responses

Programs and Services

Counselling Services

Counselling Services is comprised of the following three program areas:

1. Family Counselling
2. Suicide Prevention, Education and Counselling Program (SPEAC)
3. Sexual Abuse Counselling Centre (SAC)

We have a strong and culturally diverse team of men and women with Master's degree level training in counselling psychology and art therapy/expressive therapies. We also provide placements for Master's level internship students on an ongoing basis throughout the year.

Over 600 children and families were served this year.

All service unit targets were exceeded this year.

Family Counselling

This program provides short-term (up to 10 sessions max) individual, couple and family counselling to residents of Surrey with children 18 and under by referral via MCFD intake. The family counselling program works with people to achieve and foster healthier relationships, work through anxiety and depression, coping skills for separation and divorce, parent-child conflict resolution and increasing self-esteem.

Desired Outcomes

- a) To maintain the child safely in the home
- b) Reduce or eliminate problems identified by program participants at the outset of service
- c) Improve the social, emotional and behavioural functioning of children and youth, caregivers and parents who participate in the program.

Suicide Prevention, Education and Counselling Program (SPEAC)

The SPEAC program provides suicide risk assessment, crisis intervention and short-term counselling (up to 10 sessions max) to children and adolescents who are experiencing thoughts of suicide, are affected by the loss of a friend or family member to suicide, or who have made a recent suicide attempt. The SPEAC team also presents suicide prevention workshops in schools and community agencies in Surrey, White Rock, and Langley.

- 83% of clients accessing services are between 13 and 19 years of age

Desired Outcomes

- To stop children and youth from attempting or completing suicide
- To improve the social, emotional, and behavioural functioning of children and youth
- To improve the social, emotional, and behavioural functioning of children and youth who have lost a loved one to suicide
- To improve the caregiver's/parent's ability to maintain a safe physical and emotional environment for the client
- To increase the ability of youth to recognize and respond appropriately to suicide risk indicators amongst their peers

Sexual Abuse Counselling Centre (SAC)

The SAC program provides both short-term and long-term (up to 2 years) counselling to children and youth from Surrey where sexual abuse has either been disclosed or is suspected. Support and psycho-educational information is also offered to non-offending family members. The SAC program currently has two full-time therapists and one part-time therapist.

- 150 unique children and youth actively receiving services

Desired Outcomes

- To maintain the child safely in the home
- To improve the social emotional and behavioural functioning of children and youth who have been sexually abused
- To stop re-victimization of sexually abused children and youth
- To improve the ability of non-offending family members to cope with the stressors related to the disclosure of child sexual abuse in the family
- To increase each non-offending family member's knowledge of sexual abuse and related systems issues
- To increase the community's awareness of sexual abuse

Quality Improvements

The Family Counselling program has revamped its intake/orientation process by holding "clinic days" similar to the LEAN model clinics that MCFD holds for CYMH. The response from clients so far appears to be quite positive. The intention of the clinic days is to reduce the

level of attrition in the family counselling program by having an intake/orientation session with the clients soon after we receive their referral for counselling. Generally, when clients appear motivated for these appointments, they are more likely to engage in counselling with us when their name appears at the top of the waiting list

Special Services for Children and their Families

Special Services to Children and their Families is a goal-based program designed for children from 3 - 18 years who have a developmental disability and/or autism. There are three different components to this program: one-to-one service and group services, both funded Ministry of Children and Family Development (MCFD), and a one-to-one private intervention contract service. The Special Services Program has been operating since 1981.

All service unit targets were exceeded this year.

Quality Improvements

Through our positive working relationships we have been able to minimize time between ending and start-ups of new clients. We want to continue, maintain and possibly improve on this in the upcoming year.

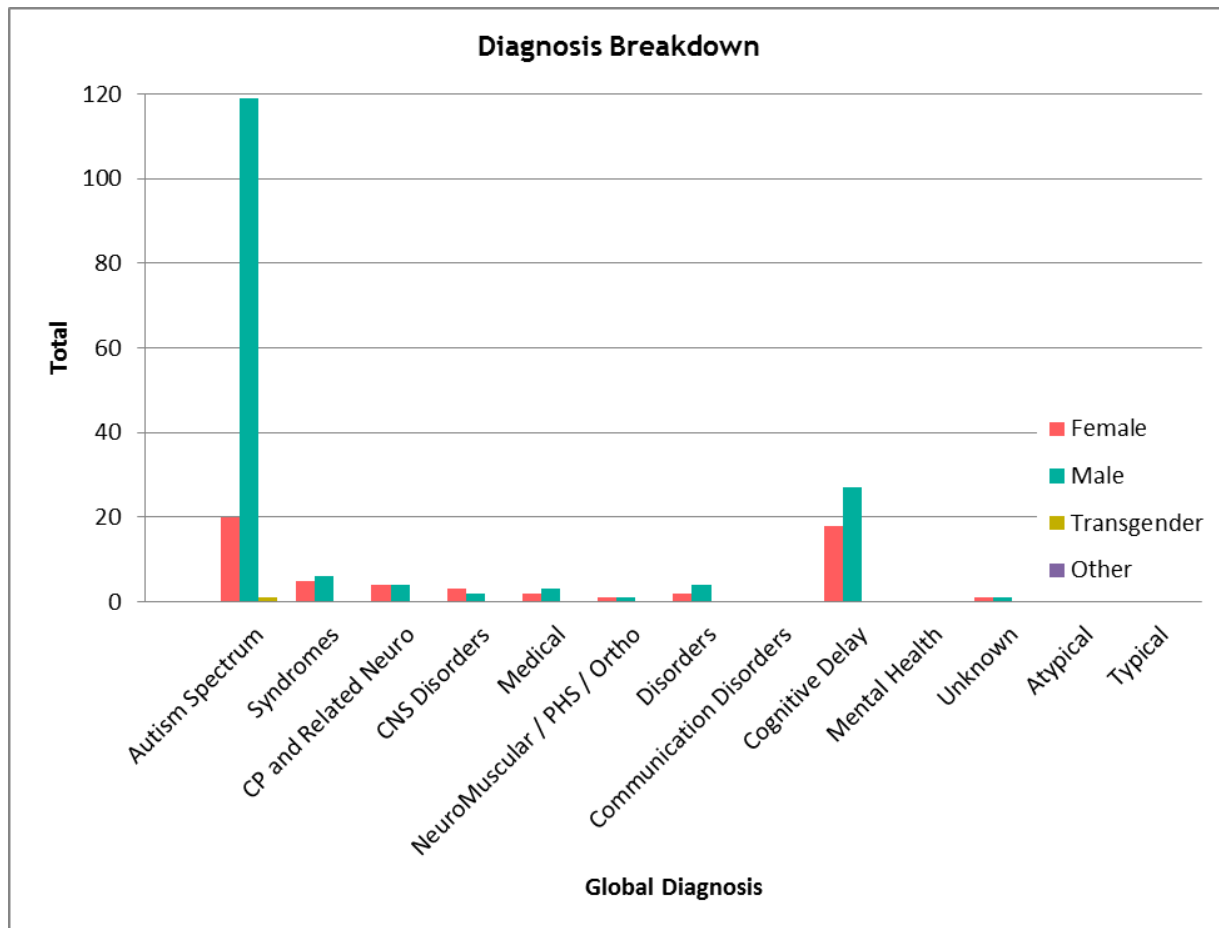
Our fee-for-service program also has grown this past year as we respond to request for services from parents. The addition of a Surrey Snoozelen (multi-sensory) room in August and the funds to build another in our Langley office has added a long wished for tool to work with children and youth who have high anxiety, sensory challenges and communication needs.

Age of children being served

Years	Female	Male	Transgender	Other	No Gender	Total
0-0.99	0	0	0	0	0	0
1-1.99	0	0	0	0	0	0
2-2.99	0	2	0	0	0	2
3-3.99	0	2	0	0	0	2
4-4.99	0	1	0	0	0	1
5-5.99	1	4	0	0	0	5
6-6.99	0	7	0	0	0	7
7-7.99	3	5	0	0	1	9
8-8.99	5	16	0	0	0	21
9-9.99	5	11	0	0	0	16
10-10.99	4	20	0	0	2	26
11-11.99	8	19	1	0	0	28
12-12.99	33	16	0	0	2	20
13+	61	76	1	0	5	109

Diagnosis breakdown of children being served

Using the client's diagnosis selections found on their client details page.



Family Intervention Services

Family Support Outreach (FSO)

The FSO program provides outreach counselling and support services to MCFD referred clients with children between the ages of 0-13, assessed at medium risk. The primary long-term goal of the FSO program is to work toward supporting families, educating parents, and promoting safe and healthy home environments. The immediate goals are to foster better communication and more positive interaction between parents and children, educate parents on normal stages of child development, introduce more effective ways to respond to particular child behaviours, and connect families to other resources within our community.

The FSO program is funded 100% by MCFD.

- # of recipients served this year124
- # of new recipients served this year 32

Respondents rated their experience with FSD as follows:*

	Average Score
1. I am treated with courtesy and respect in this program.	5
2. Staff in the program were professional, skilled and knowledgeable.	5
3. I would recommend friends or family to this program/service.	5
4. Overall, I am satisfied with the services I received.	5
5. My needs and goals were addressed.	5
6. I was involved in deciding what subjects we would cover.	5
7. I know more about resources in the community.	5
8. I am experiencing less crisis and disruption in my life.	5

** 1 = dissatisfied, 5 = satisfied*

Support for Parents of Young Children (SPYC)

SPYC provides outreach counselling and support services to the parents, grandparents or caregivers of children 0-6 years old, who are considered to be at low to medium risk. Any social worker or helping professional may make a referral, or clients may self-refer to the program.

The primary long-term goal of the SPYC program is to support and educate parents, while promoting safe and healthy home environments. The immediate goals are to educate parents around the normal stages of child development, foster better communication and more positive interactions between parents and children, introduce more effective ways to respond to particular child behaviours, and connect families to other resources within our community.

The SPYC program is funded 100% by MCFD

All service targets were met.

Family Strengthening and Development (FSD)

FSD offers short term, goal-focused interventions to assist families who are in immediate crisis and at risk of abusing or neglecting their children. The program supports families to learn and apply new and appropriate strategies to manage their family and practical needs. The purpose of this program is to reduce the risk for child maltreatment and enhance child safety by changing behaviours and increasing the skills of referred moderate to high risk, high needs families in Surrey. Services are delivered in the family's home, in other community settings, and in-office. Services focus on practical strategies which will increase the family's capacity to be self-sustaining and stable.

- 83% of families report experiencing less crisis in their lives
- 99% report using more community resources to meet family needs

Desired Outcomes

1. Families will experience less crisis and disruption
2. Families' strengths will be identified and enhance to improve their function and parenting capacity through education and modelling
3. Overall risk of harm to children will be reduced and children will be safely maintained in their homes
4. Families will be connected in their communities and will make better use of informal supports
5. To improve parenting knowledge, behaviours, and family dynamics to enhance the quality of family life through education and support. To reduce the number of contacts with Ministry

Quick Response Program (QRP)

QRP is a short term, goal-focused intervention to assist families who are in immediate crisis and at risk of abusing or neglecting their children. The service assists families to learn and apply new and appropriate strategies to manage their family and practical needs. Services can be provided in the family's home, in other community settings, and in-office. Services focus on practical strategies which increase the family's capacity to be self-sustaining and stable.

"I am so pleased to have been involved in this program. The past 6 weeks have been such a relief in knowing and learning about additional resources and supports."

Desired Outcomes

- Immediate crisis will be resolved or reduced
- Families will have improved ability to deal with immediate crisis through the development of a crisis response plan
- Overall, risk of harm to child(ren) will be reduced and child(ren) will be safely maintained in their home

Service Highlights

QRP served 8 less clients/families this past year compared to previous year; however the program was able to meet the service unit target. This was due to QRP clients/families being seen more frequently due to the short intervention time and the high needs and complexity of the cases. QRP also managed to meet the expected service units outcome despite being short staffed this past year (due to staff moving on to higher paying jobs (i.e., MCFD) and staff maternity leaves.

- 70% clients in FSD were female
- 93% clients in QRP were female
- 30% clients referred in FSD highlighted a concern of Domestic violence
- 35% clients referred in QRP highlighted a concern of Domestic violence

- Punjabi/Hindi is the next most common language. Followed by Spanish and various dialects of Arabic. At times obtaining interpreters was a challenge thus delaying service
- Both FSD and QRP have staff members who can converse in Punjabi, Spanish, Cantonese, Mandarin, French and German
- 96% clients/families in FSD and QRP indicate learning new parenting skills
- 99% clients/families in FSD and QRP indicate they are using more resources or places in the community to meet their family needs
- 83% clients/families in FSD and QRP indicate they are experiencing less crisis and disruption in their lives

Supervised Access Program (SAP)

SAP provides visitation for children who are in the care of MCFD and their families (non-custodial parents) in Surrey.

The programs long-term goal is to have the children who have been removed from their biological parents/caregivers and in care of MCFD reunified with their natural families.

The programs immediate goals in visitation are to help facilitate positive interactions between family members, increase parenting education, and to give visiting families an opportunity to spend time together in an atmosphere of safety and support.

These goals are achieved by providing the opportunity for families to spend time together at either Options visitation rooms, MCFD offices, in the community or in the family home under the supervision of Options staff.

The statistics of this past year indicate the Supervised Access Program has been able to meet all our Ministry of Children & Family Development (MCFD) contractual hourly obligations at an efficiency rate of 95.5 %. (This indicates an increase in efficiency rate from 85% in 2013, and 91.25 in 2014.)

- # of recipients served this year = 72
- # of new recipients served this year = 38

Nobody's Perfect Parenting (NPP)

NPP is in partnership with Umoja and the First Steps Program. NPP provides service to the Parents, Grandparents or Caregivers of children 0-5 years of age, who have their child/children in their care at least 50% of the time. Groups are facilitated in multiple languages and have a multi-cultural focus. We also facilitate groups specifically for Dads.

The primary long-term goal of the NPP program is to work toward healthier parent/child relationships, while promoting safe, healthy home environments. The immediate goals are to foster better communication and more positive interaction between parents and children, educate parents on normal stages of child development, introduce more effective ways to respond to particular child behaviours, and connect families to other resources within our community.

NPP has been successful in responding to the multi-cultural needs of the Surrey area by offering groups with a multi-cultural focus. NP has benefited from the use of co-facilitators from the Family Strengthening and Development Program and the Support for Parents of Young Children Program.

Based on positive client and stakeholder feedback, NPP is continuing to offer a group specifically for Dads.

- # of recipients served this year = 71 (parents), 48 (children)

Employment Services

Whalley Employment Services Centre (WESC)

WESC is a provincially funded program which provides job search related services and supports for those who are unemployed or under employed and legally entitled to work in Canada. Services include employment counselling, job search workshops, career planning assessments/workshops, development of skills training plans including funding for eligible clients, wage subsidy support, job development, customized employment services, job coaching, funding for short-term occupational certificates, financial supports for work clothing, bus tickets, and job start supports specified by the employer. WESC has just completed its 4th year of operation.

"Fast, friendly and knowledgeable staff. Great atmosphere and great resources."

"Very professional, good service, good explanation of everything. I felt respected and comfortable."

WESC has had a very successful 2015-2016 year as a WorkBC site offering employment services to the residents of Whalley. WESC staff diligently worked on increasing the long term interventions provided to clients including funded training, self-employment, wage subsidies, job development placements and short term training courses.

Highlights for WESC (Store Front)

- Hosting over 17,411 visits to the self-serve resource room
- Providing case management to over 1,900 clients
- Case managed clients belonging to specialized populations - 69%
- Clients on Income Assistance - 51% (*36% are employment obligated*)
- Delivering workshops to over 3,400 attendees
- Created 3 additional positions allowing for enhanced services in all areas

The WESC client profile is a unique one and clients who access services require support services in the community to ensure their success. Despite the individual struggles clients in the Whalley Catchment Area face, the program has been able to obtain an employment outcome for 912 clients for 2015-2016. Since the start of the program to date, the Whalley Catchment Area has been able to obtain an employment outcome for 3,489 clients. Enhanced marketing efforts and connections with employers continue to create opportunities to increase the percentage of clients who secure sustainable employment. This is a key area that WESC will continue to work on in the 2016-2017 year ahead.

Outreach booths for Youth were set up in various locations in partnership with other WorkBC Centers, Recreation Centers, Community Colleges and local malls in Surrey to provide youth specific workshops and services, including a hiring fair for Youth.

From the stats collected for 2015-2016 it can be concluded that the numbers of Youth and Immigrants accessing services at WESC have increased. Also, 38% of our clients have been unemployed over a year and 30% have been unemployed less than 3 months. These numbers indicate that our clients that have been unemployed over a year have increased from last year. This client group usually requires more one to one support and has many pre-employment issues that need to be addressed in order to ensure that they will be able to successfully maintain a job.

Early Years Services

Healthiest Babies Possible (HBP)

HBP is a pre and post-natal outreach program supporting women of all ages who live in Surrey, Delta and White Rock. Since 1988 we have provided education, information, support and connections for women who experience health and lifestyle challenges during pregnancy, birth and the transition to parenting. Working with women in the context of their families, the aim is improved maternal and infant health.

In the year, 2015-2016 HBP approached its twentieth year of service to vulnerable pregnant and new mothers of Surrey, White Rock and Delta. We also successfully completed the intensive reaccreditation process with Council of Accreditation (COA). This year has been a year of relationship building, reinforcement and rejuvenation.

The HBP program is well established in providing perinatal education and support to this fast growing community of approximately 500 births a month. This year we continued to experience growth in our client numbers, with substantial attendance increases at groups.

Group Topic Occurrences

	2015-2016	2014-2015
Prenatal Nutrition	3	2
Breastfeeding	4	2
Infant Nutrition & Food Safety	2	2
Food Security	3	2
PPD	3	3
Period of Purple Crying	2	2
Sexual Health	3	2
Dental Health	2	2
Alcohol, Drugs, and Tobacco	3	2
Child Health/Safety	4	4
Car Seat Safety	2	2
Infant Care	2	2
Infant Massage	3	1
Infant Development/Attachment	3	2
Infant Mental Health	1	0
Self-care/Celebrations	6	6
Child care/Family Places Info	3	0
Parenting	1	2
Midwives/Doulas	1	1

Analysis of Drop-in Group Outputs

During this report period we have experienced a drastic increase of group attendance. We have also increased the frequency of our mandatory educational topics.

The program has seen an increase in the complexity of participants needs, including significant language supports, mental health challenges and economic stress felt by participants. This has required increases in the duration and frequency of support by our multidisciplinary team. We have also seen an increase in additional requests for vitamin and emergency food donations.

HBP Client Demographics at Intake

Category	Breakdown	2015-2016		2014-2015	
		#	%	#	%
# Participants	Active clients (pregnant or <6 mo. post-natal as of March 31/16)	530		374	
	Total new referrals	326		289	
	Completed Program (delivered or >6 mo. post-natal April 1/15 to March 31/16)	155	70%	No data	54%
Birth History	1 st Baby?	204	41%	No data	49%
	Previous low birth weight baby	15	3%	No data	No data
	Previous height birth weight baby	8	2%	No data	No data
	Previous premature baby	14	3%	No data	No data
Ethnicity Profile	Aboriginal	58	9%	No data	16%
	Refugee or immigrant	157	30%	No data	6%
Marital Status	Single	20	17%	9	29%
	Married/common-law/living with partner	68	57%	17	No data
Finances	Self-identified as low income	54	45%	No data	No data
	On income assistance	125	25%	15	24%
Mental Health Concerns	Currently experiencing anxiety, depression or both	185	16%	62	16.5%
Tobacco use	Smoking cigarettes at intake	72	6%	No data	No data
Alcohol use	Using alcohol at intake	4	1%	No data	No data
Substance use	Using drugs or in program for addiction at intake	38	3%	No data	No data
Abuse	Current or history of abuse (emotional, physical or sexual)	No data	No data	No data	No data
Teen	19 years old or younger	21	4%	62	16.5%

Service Highlights

This report period demonstrated the following top vulnerability factors: first baby, low income, new immigrant or refugee, mental health concerns.

In the last year we have seen an increase in clients presenting with multiple and complex vulnerabilities. Although only 45% of clients self-identified as low income, staff observe that most of our clients are experiencing economic stress with many being food insecure. We have seen a significant increase in immigrant and refugee families which require language and settlement support. Overall the program has seen an increase in clients, additionally clients are presenting with complex needs resulting in intensified intervention and care.

The staff team offers several languages (English, Farsi, Punjabi, Spanish, Pashto, Hindi, Urdu and Hindko). Still, it continues to be very challenging to meet the language needs of our

priority population. We have managed to recruit and orientate an Arabic speaking volunteer to assist with the growing number of Syrian Families accessing HBP services.

First Steps

First Steps provides a comprehensive range of integrated ECD focused services, including: early learning/literacy, outreach, screening, health, parenting, family support, and community connections.

Desired Outcomes

- minimize the impact of trauma and the refugee experience on the growth and development of very young refugee children and their caregivers
- support the children's health, wellbeing and early learning potential within a play based, language enriched, parent-child interactive setting
- facilitate successful transition of the children into mainstream ECD services and kindergarten
- build the capacity of the children's caregivers within the Canadian context
- enhance collaboration amongst settlement and ECD services
- develop culturally competent services and practitioners within the ECD sector

Service Highlights

With the commitment of the federal government to bring 25,000 new Syrian refugees into Canada, along with maintaining their original commitment to other refugees, there were new funding opportunities for our program. Successful in acquiring two Syrian specific streams of funding from both the United Way and IRCC, we have increased the number of programming from February 2016 - to present. Our program has seen approximately 30-40 new Syrian families arrive and both the Syrian specific drop-ins are doing very well.

- 19 children and their parents completed the Kindergarten Readiness program.
- 49 clients attended a 3 night "camp" experience at Camp Alexandra in Crescent Beach.
- 3 "Graduation" Ceremonies were held to honor and celebrate families being exited from the program to highlight the positive aspect of them being ready to leave our program and enter mainstream services.
- 2 Resource Team trainings were delivered in November to help community partners understand the needs in working with refugee families in their practice.

Quality Improvements

Daily programming has continually adapted to meet the changing needs and interests of the clients. Additional programming included offering an attachment based Infant Massage program with Infant Development and providing some information to families through an external workshop around Earthquake safety following the earthquake this year. We also added 2 new drop-in programs for the influx Syrian families. In order to support the increased

programming, we have also increased the Arabic speaking staff at First Steps from one part-time staff to two full time staff and two part time staff.

Activity Outputs for First Steps

		Total
Drop-in Early Years/FRP Sessions	• Sessions	278
	• Participants	1,783
	• Contacts	5,062
	• Mouths-fed (snack or meal)	5,062
Parenting Programs <i>Multi-week program - e.g., Parent-Child Mother Goose, Nobody's Perfect</i>	• Programs	12
	• Sessions	77
	• Participants	313
	• Contacts	1,041
	• Mouths-fed (snack or meal)	0
Parenting Programs <i>Standalone session, one day or less in duration - e.g., Food Preparation for Toddlers</i>	• Sessions	67
	• Participants	490
	• Contacts	742
	• Mouths-fed (snack or meal)	0
Home Visits	• Visits/contacts	98
	• Participating families	89
Transportation Support and/or Accompaniment	• Transports/accompaniments	134
	• Participating families	42
	• Bus tickets	5,444
	• Individuals receiving bus tickets	402
Field Trips/Community Events	• Trips/events	7
	• Participants (individuals)	236
Community Visitors	• Community stakeholders that visit the program to assist with direct service delivery (e.g., IDP, Public Health, Mental Health Clinician)	33
Community Capacity Building	• Presentations/info sessions (specifically on EYRP) facilitated with external stakeholders	10
	• Community meetings attended where EYRP is a formal update	8
	• Meetings with public partners, to discuss EYRP planning, funding, and/or governance (e.g., health, MCFD, school district, municipalities and libraries, etc.)	12

Child Care Resource and Referral Program (CCRR)

On May 29, 2015 we had the launch of the Newton Early Years Centre. We had an overwhelming response of community partners, clients and special guests, including Minister Cadieux, join us for the official ribbon cutting and launch of an integrated network of Early Years services that brings together

Please Join Us ...

Newton Early Years Centre Launch

Date: May 29, 2015

Time: 10:30 am to 12 noon
11:00 am - Official Ribbon Cutting by Minister Stephanie Cadieux

Place: Early Years Centre
100 - 6846 King George Boulevard, Surrey, BC

RSVP: Ruth Beardsley at 778-998-4115 or ruth.beardsley@options.bc.ca

Special Announcement ...
Minister Cadieux will share news about Evergreen Transition House following the official opening of the Newton Early Years Centre.

The Early Years Centre is funded by the Provincial Office of the Early Years, and is a provincial collaboration of HCLIS, Education and Health. The program is reported to work with all EYIS service providers in their local area to plan and deliver a better quality, more accessible, more responsive, more coordinated range of services for children 0-6 and their families.

the expertise of Surrey's child and family agencies with a focus on responding to the emerging needs and capacity of the families in Newton.

Information and referral continues to be a very large part of our work. We are funded to improve the quality, accessibility and capacity of child care in the communities of Surrey, Delta and White Rock. Our goal is to enhance the availability and quality of a range of child care options for families, by providing information, support, resources and referral services to families and child care providers. These resources and support services are so much more than just child care related services. Our clients are looking for a one stop shop of support and services.

Service Highlights

We provided training to 1,899 individuals (early learning and child care professionals and parents) via 51 workshops, 20 courses, and 1 conference (19th annual). Most of our training opportunities are full and waitlisted well before the start date.

We assisted 2,554 families and child care providers with child care subsidy applications and were out in the community every week making contact with families, child care providers, and agencies, informing and encouraging them to make use of CCRR services. Outreach staff target locations where informal care providers may be found, such as community parks, cafes, mommy blogs, libraries, and drop-in centres.

We have seen a change and certainly an increase in demand for services in our community as Surrey is one of the fastest growing populations and is extremely diverse in country of origin, religion and culture, language, education, and income levels.

Growing Together Daycare (GTD)

GTD continues to be successful in supporting the young families we serve and has even broadened our services to support two community families.

Desired Outcomes

- Promote age appropriate development in the children
- Build secure attachments between child and parent
- Children attending our program will have positive EDI results when they begin kindergarten
- Parents increase understanding of child development
- Provide referrals, supports and advocacy where appropriate
- High school graduation for the parents or equivalent
- Nutritious meal for healthy development
- 13 Safe affordable housing subsidies

Services we offer that are not funded - value added elements

- Spring, summer and Christmas Drop-in program
- Graduation Dinner (Hair, makeup, dresses, accessories, transportation)
- Breakfast for Moms
- Emergency Food cupboard
- Ages and Stages Questionnaires, performed every 90 days
- Young Family Subsidized Housing program administration
- Fraser Health Nurse 2 times per week-Dental Hygienist 2 times a year
- Librarian

Service Highlights

Growing Together celebrates all of the major holidays with our families attending the program. One of the highlights is the Mother's Day photos taken annually of moms and babes to be given as gifts. Our enrollment has been of great concern this year, with numbers being at a record low. We are working with the Surrey School District to showcase the program and the benefits of not only completing education but receiving wrap around services in parenting support and social issues.

Family Resource Programs (FRP)

FRPs are community-based programs, rich with resources that support families with children from 0 to 6 years of age. Using a strengths-based and mentoring approach we empower families with knowledge, understanding, resources and support so that they can be the parent they strive to be. The programs offer a wide range of networking opportunities, resources, referrals, education, community links and support in a safe, fun and child focused environment.

Programs Practices

- Provide play based child led learning opportunities for children
- Develop parenting skills
- Provide information on nutrition and healthy lifestyles
- Reduce isolation
- Provide information and referrals

Desired Outcomes

- The program has a positive effect on parenting
- The program has a positive effect on the children
- Parents, grandparents, caregivers and guardians connect with other adults in the program
- Parents, grandparents, caregivers and guardians have more confidence in their role
- The program connects families to resources and supports in the community
- Children are exposed to all developmental areas

Service Highlights

The work continues to be very challenging with exponential growth in Surrey's early year's population and upward of 500 births a month. Family Resource Programs are often struggling to meet the increasing needs in the community. Many of our FRP locations have to, at times, restrict enrollment in the programs shortly after opening because of space capacity. This leaves us in a position of often being unable to provide service to those most in need. Coupled with the capacity issue, staff are dealing with an increase in the number of families requiring additional support with things such as child development delays or challenges, mental health concerns, addictions, housing, violence in the home, isolation, parent/child separation, lack of affordable quality child care and financial challenges.

FRP attendance by location

Program	Adult Visits		Children Visits		Unique Parent Visits		New Parent/Caregiver Visits	
	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
Clover Valley FRP	316	346	375	506	83	126	50	34
Guildford FRP	3896	5055	5410	5881	477	927	221	248
Newton FRP	1294	1810	1834	2090	158	325	87	76
Parent Education & Peer Support	858	933	1148	1179	213	307	118	84
Kekinow	36	270	70	298	6	186	7	74
Whalley FRP	1099	1442	1474	1617	197	427	106	73
Totals	7499	10042	10311	11793	1134	2375	589	654

With the need to do more and limited sustainable funding to create service, we have had to be very creative and innovative in every area of the program. In the past year we have used practicum students, volunteers, community support groups, university students, local businesses, government and community partners to increase resources, provide much needed repairs, supply rent subsidies, provide expertise, support staff and training and much more.

Unique service user comparisons by year

Program	Unique Children Visits		New Children Visits		Family Visits		New Family Visits		Hours of Service	
	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
Clover Valley FRP	101	175	58	48	82	339	50	35	82	84
Guildford FRP	640	1047	341	364	666	4199	225	246	666	678
Newton FRP	225	260	117	90	358	1640	84	144	358	312
Parent Education & Peer Support	274	243	152	110	338	878	113	78	338	394
Kekinow	16	127	14	150	58	232	7	127	58	114
Whalley FRP	246	401	130	147	260	1340	87	79	260	367
Totals	1502	2345	812	965	1762	8843	566	766	1762	1985

It is clear we are providing services to a very diverse population with 43 languages spoken at home and 57 different countries of origin represented.

Bridgeview Childcare Centre (BCC)

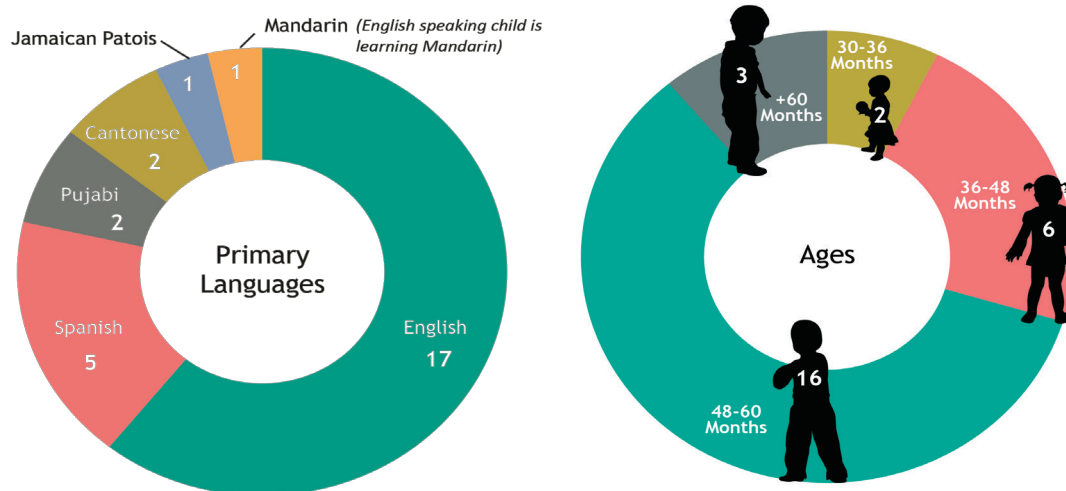
BCC has been offering quality child care for over two years now in partnership with the City of Surrey. BCC is a quality early learning centre, licensed since January 2014, with Fraser Health Community Care Facilities Licensing.

The centre is licensed for 16 full time children who are between 30 months and six years of age and operates from 7:30 am to 5:30 pm Monday to Friday. This is a fee for service program. Some families are eligible to receive child care subsidy after applying and being approved for subsidy which subsidizes a portion of the child care fees. For this age of child the maximum amount of subsidy a family can receive is \$550 - families are expected to pay the rest of the fee. Bridgeview is also registered with the Child Care Operating Funding Grant program and money is received through this service. When children attend for a full day the rate is \$5.48 per day per child (\$2.78 is received when a child only attends for half a day.) If a child is between 30 and 36 months than \$12 per day per child is received (\$6.00 for half a day.)

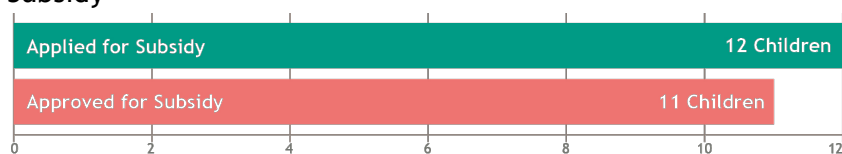
The ministry responsible for distributing Child Care Subsidy and the Child Care Operating Funding program is the Ministry of Children and Family Development.

Parent satisfaction is high with 100% of clients reporting that the program was helpful, respectful and welcoming.

Client demographics



Subsidy



Fraser Health Crisis Line

The 24-hour Crisis Line has been operating for 45 years under various names which reflected the area served: Surrey Crisis Line, South Fraser Regional Crisis Line, and now, Fraser Health Crisis Line.

The service is designed to provide an immediate, appropriate response to individuals experiencing varying degrees of distress which includes provision of emotional support and information that will result in the desired outcome of the caller's increased ability to cope.

Calls are screened for non-mandated service requests and all callers are assessed for physical and psychological safety. Specific tools for assessing suicide and assault/homicide risk are in place. Using evidence-based, best practice approaches, call-takers create a call environment characterized by active listening, empathic understanding and non-directive problem-solving.

Outreach calls are placed at the request of callers who are concerned about suicide risk or the mental well-being of another person. During times of heavy demand, callers have the option of waiting in queue for the next available call-taker, leaving a message to request a call-back and/or contacting one of the other services cited in our outgoing message. Serving as an additional access point for callers with issues related to suicide and/or mental health, the crisis line also responds to calls made to 1800SUICIDE and 310Mental Health Support. The service provided to these callers is identical to that offered to those who dial the crisis line number except that when demand exceeds capacity, calls are routed among a small network of crisis lines in an effort to increase call answer rates.

A very small staff team supports and supervises a large, diverse and ever-changing group of more than 125 volunteer call-takers. The service delivery model is based on 90% provision by trained and professionally supervised volunteers and the remaining 10% delivered by paid staff.

All call-takers must successfully complete the volunteer training and demonstrate competency in communication, counseling, risk assessment, and referral-making skills. They must also have knowledge of mental health issues including suicide and addiction, family and domestic violence, and other related areas. Every call-taker has at their immediate disposal a Quick Reference Guide that ensures calls are responded to in a consistent and appropriate manner.

- 39,858 calls taken - 30% increase in past 5 years
- 20,500 volunteer hours
- 81.74% of callers increase their ability to cope

Quality Improvements

1. Implemented a revised Service Record in response to problems identified through the PQI process with the previous version.

2. Phone room Quick Reference Guide was revised to a more user-friendly format.
3. Created a list of tips for volunteer role-players to improve their performance and enhance the practice experience for trainees.
4. Agency has made Moodle, an e-learning platform, available for use in providing volunteer training.
5. Exit surveys for active volunteers along with one created this year for withdrawing trainees are now delivered via Fluid Surveys.
6. All five permanent staff obtained or maintained AAS Individual Certification.
7. Created an overnight call-taker position and hired staff to fill the temporary positions.
8. Fraser Health now promotes the crisis line volunteer opportunity via Facebook, Twitter, Pulse (internal newsletter) and will include volunteering for the crisis line in response to individuals who express interest in volunteering with Fraser Health.

Immigrant Services

Immigrant Settlement Program (ISP)

ISP provides immigrant and refugee newcomers with the tools, knowledge and confidence necessary to establish themselves in Canada.

Services are available in English, French, Arabic, Korean, Mandarin, Punjabi, Hindi, Somali, Spanish, Tagalog and Malay.

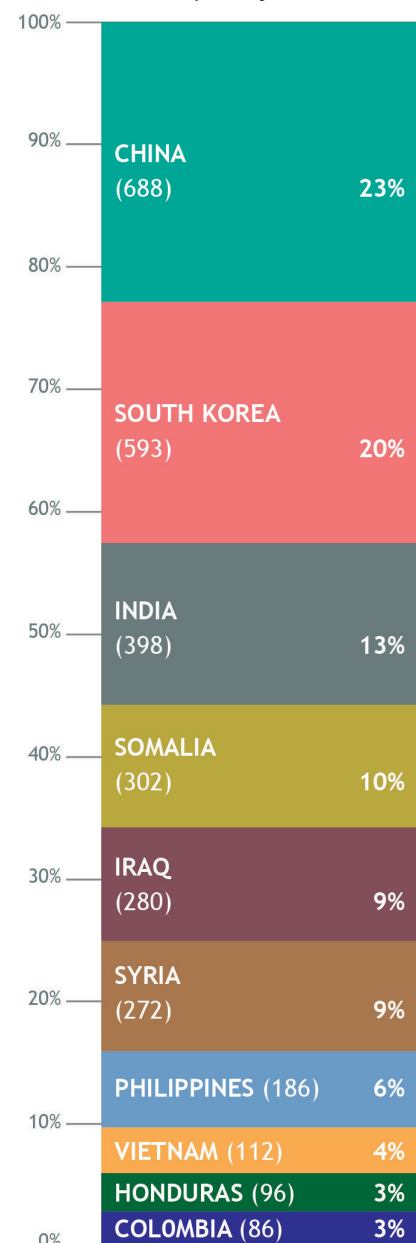
Service Highlights

The Immigrant Settlement Program provided services to 3,775 unique clients and exceeded our overall service delivery targets.

The largest shift in client demographics was a doubling in Arabic speaking clients due to the Syrian Refugee influx in the last quarter of our contract. Collectively, between clients from Iraq and Syria, Arabic was our fourth highest language of demand for settlement services.

In general, service delivery actuals were higher than target numbers stipulated in our contract because we served a higher volume of clients than normal, largely due to the increase of Syrian Refugee clients. This increased the need for additional program activities, especially conversation classes (community connections).

Top 10 ethnic/cultural backgrounds identified by service users



Volunteers increased our ability to offer the high number of workshops, short-term courses and community connections activities that we offered on a regular basis.

As mentioned above, they assisted staff in a variety of ways. Additionally, we would not have been able to complete many of our contracted activities without volunteer participation.

Settlement Activities Supported by Volunteers

- Seniors Cross Cultural Connections
- Access Information and Resources using Computers
- English Conversation Circles - volunteer teachers
- Financial Literacy Workshops
- Integration through Reading Canadian News
- Professional & Social Mentorship
- Orientation Sessions
- Support Services: volunteer childminders
- Topical Workshops
- Tours for Newcomers
- Meeting Employers Series
- Healthy Living Series
- Summer Youth Activities
- Translation and Interpretation
- Office Work & Data Entry
- Accompaniment & Community Connections

In light of all the events that were happening in Surrey with Somali youth, the ISP Somali Settlement Workers organized a Gang Prevention information session for the Somali Community; this initiative was well received by the Surrey School district. The Somali SWIS workers, OCS Settlement Workers, and the RCMP School Liaison officer provided information to the parents. This was held at Princess Margaret Secondary School. Parents, school staff and RCMP were pleased with the number of clients (29 participants) that were recruited by OCS and to see the community wanting to participate in this important initiative.

Through increased promotion and word-of-mouth, we started to see a growing number of clients accessing settlement services at our new outreach location at Guildford/Fleetwood WorkBC Employment Service Centre. This location helped us to meet the needs of job-seeking newcomer clients who require settlement service support or support in connecting to WorkBC services. It also specifically met the needs of a growing number of Arabic refugee clients who accessed employment services at this WorkBC Centre.

Based on client feedback and requests for more opportunities to practice conversational English after clients have completed their Conversation Circle classes, we successfully launched a volunteer-run conversation classes in the summer. In addition to improving basic English skills, this activity provided social networking opportunities for newcomers leading to more community involvement, integration and satisfaction of their new life in Canada.

Syrian Refugee Influx and Emergency Programming

We received additional Syrian refugee funding from IRCC for February and March. We also received funding for the month of March to mobilize emergency housing search services and programming, in partnership with SUCCESS and DIVERSEcity, for 30 Syrian refugee families moving to temporary housing at the Sheraton Guildford in late February. In an extremely short turn-around time, we had emergency staffing in place to provide case management and housing search support for the 9 families assigned to Options and were successfully able to find permanent housing for all them.

To further support the Syrian refugee families, we launched our new Social Mentorship Program for Syrian Refugees in February. We recruited and trained 28 mentors through one volunteer orientation process and two social mentorship training sessions. Five Syrian refugee families were each matched with two volunteer mentors (one Arabic speaking and one host community mentor) at the end of March through a Meet & Greet Match event hosted at Gracepoint Church and catered by Guru Nanak Free Kitchen.

We received tremendous support for Syrian refugees from the community through both regular channels as well as through our landing page on our website and new refugee support email. Support included donations (i.e., backpacks with school supplies, bikes, clothing, welcome bags, essential items and toiletries, toys) and volunteers to assist refugees with interpretation and to facilitate conversation classes.

Moving Ahead Program (MAP)

MAP's primary purpose is to help vulnerable immigrant and refugee clients gain the capacity to cope with their issues and associated barriers and to acquire sufficient skills to participate in Settlement & Integration Programs and/or other community services and programs.

Moving Ahead delivers an integrated, holistic, wraparound service model to facilitate the empowerment of immigrant, refugee and newcomer individuals, from youth to older adults, who are experiencing multiple barriers to settlement and integration. Services are provided in first language and clients receive intensive support in moving ahead toward achieving the goals set with their Moving Ahead Counsellor.

The purpose of the Moving Ahead Program is to facilitate the empowerment of clients in order that they become self-managed and self-directed and confident in moving forward.

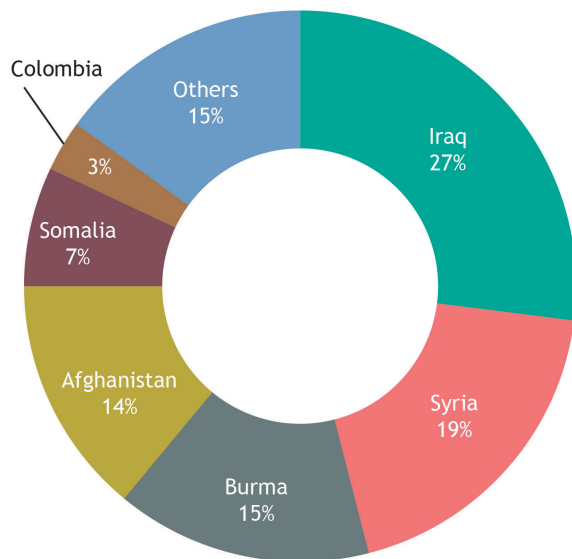
Desired Outcomes

- Vulnerable clients are successfully connected to services
- Clients feel less isolated because they have access to social and community networks
- Clients meet their immediate life and settlement needs
- Clients understand the effects and begin to acquire coping skills to deal with cultural shock, migration adjustment on the mental and emotional well-being of self and family

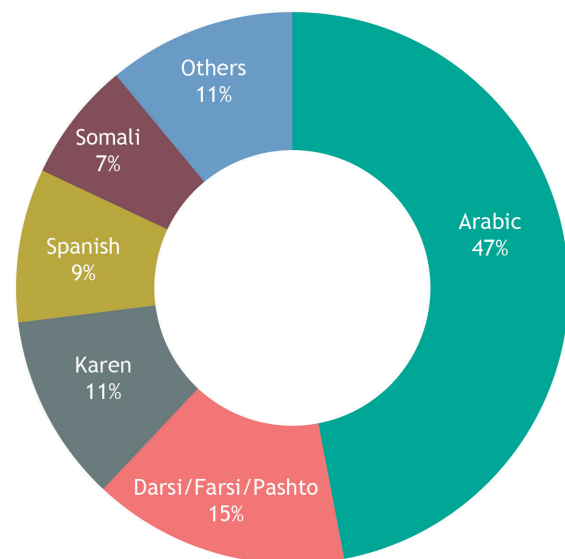
- Clients develop the skills and/or life skills necessary to function in daily life in Canada and to meet basic needs
- Partnerships are developed between a wide range of sectors and organizations to share expertise

The program has served 280 clients from April 2014 to March 2016. We exceeded the contract target by 70 clients.

Source country of clients accessing MAP



Primary language services delivered in:



Stopping the Violence Services

Transition Houses

The Transition House programs support women and their dependent children who have experienced or are at risk of experiencing abuse, threats or violence by providing access to safe, secure, and confidential services; including information and supports for decision-making, short-term shelter or housing, referrals to other services and links to affordable housing.

The Transition House program provides shelter and related services which are accessible on a 24 hour basis, 365 days a year.

“Your thoughtfulness really touched our heart and the gratitude I feel really can’t be put into words. For I know there is always a rainbow after the rain and I am sure we have a better life ahead of us.”

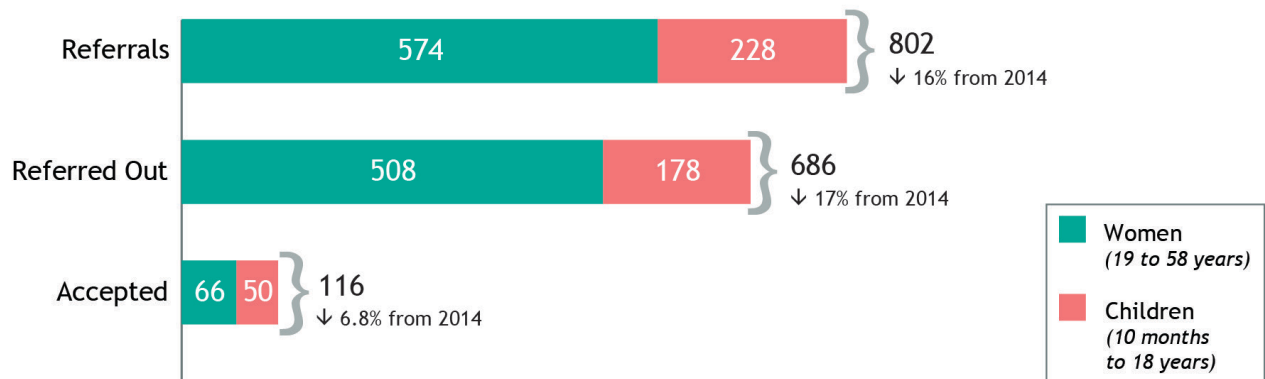
Services are guided by the following principles:

- A woman-centred approach to service delivery
- The safety and security of women and children at risk is paramount
- The role of power imbalances is acknowledged and responded to

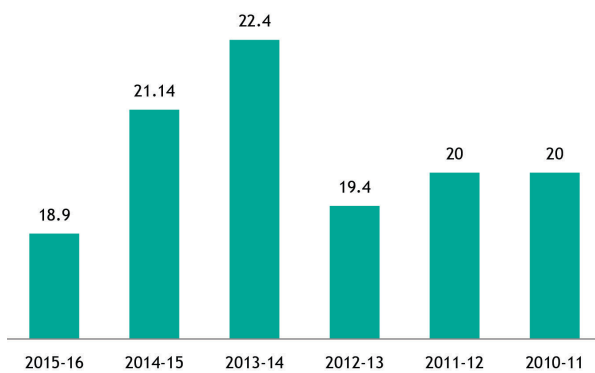
- d) An open and collaborative service environment
- e) Transparent and accountable service delivery

Evergreen Transition House

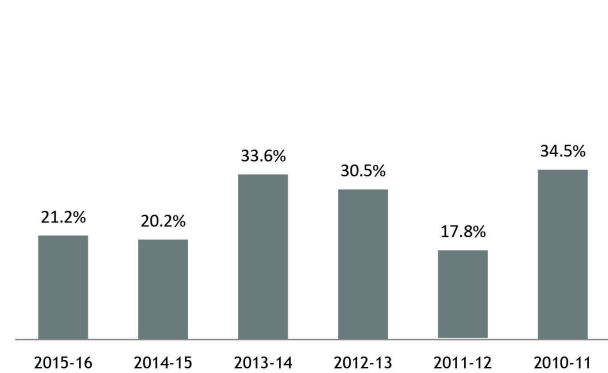
Referral and acceptance rates



Annual average length of stay comparison

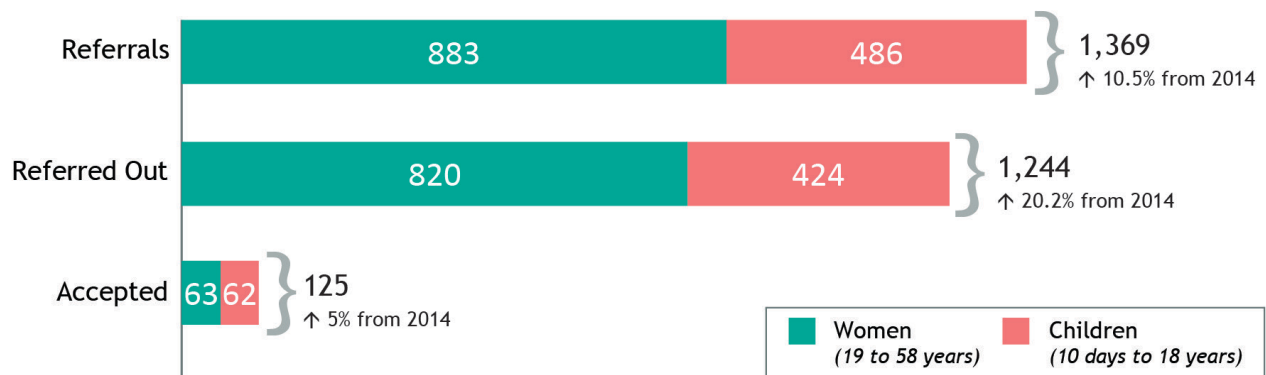


% stays >30 days comparison by year

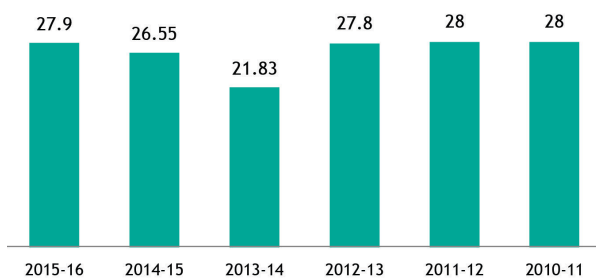


Virginia Sam Transition House

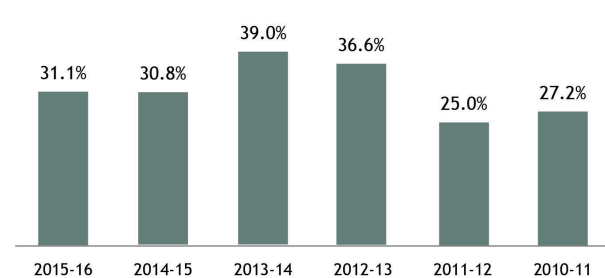
Referral and acceptance rates



Annual average length of stay comparison



% stays >30 days comparison by year



Threshold Multicultural Outreach

The Threshold Multicultural Outreach program provides services to women who have experienced, or are at risk of experiencing abuse, threats, or violence in an intimate relationship. Outreach staff work with women who have left the transition house, with women who have left their abusive partners, and also with those who decide to remain with their abusive partners. This includes the service areas of historical sexual abuse and sexual assault.

Staff provide services in a safe and supportive environment consisting of an accepting and protective atmosphere, and provide resource information to help women explore their options and define their goals.

Service Highlights

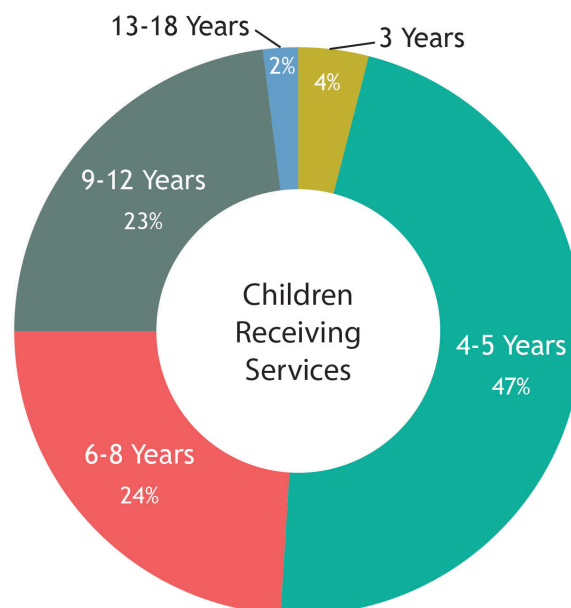
There is an ever increasing need for our outreach services but need/demand continues to outweigh the capacity of our program. According to RCMP 2016 District 3 quarterly statistics, there were 541 violent crimes year to date. 1 homicide, 3 attempted murders, 13 sexual offences, 270 assaults, 5 abductions and kidnappings and 74 breaches of bail violations. Surrey's population (as projected by the Planning and Development Department of Surrey) is expected to increase by over 300,000 in the next 3 decades.

Children and Youth for Domestic Peace (CYDP)

CYDP is a specialized program whose purpose is to assist children and youth between the ages of 3 and 18 who have been exposed to abuse and/or violence, providing group or individualized in-office and school-based counselling utilizing psycho-educational methods.

Services are provided in an age appropriate manner to:

- support children to label and express all feelings they have experienced in their reaction to the abuse they have witnessed
- assist children in understanding healthy ways of dealing with and expressing anger
- support children to understand that they are not at fault for the abusive actions of others
- teach safety skills and strategies
- encourage open communication
- acknowledge loss and separation issues
- facilitate understanding of abuse and myths about violence against women
- explore other violence issues such as violence in the media
- encourage self-confidence, and
- where resources permit, and at the contractor's discretion, provide consultation to women with dependent children whose children are unable to attend or receive the services as typically provided



Program Objectives

- stopping the inter-generational cycle of abuse by teaching children non-violent ways of resolving conflict and by promoting the process of healing
- support children whose emotional health and self-esteem have been affected by witnessing abuse

Service Highlights

- 100% of women reported an increase in their child's self esteem
- 93% of women reported an increase in their child's ability to name and express feelings
- 79% of women report an increase in their child's ability to express anger in a healthier way
- 93% of women who report an increase in their child's ability to keep herself or himself safe

There is an increase in all outcome measures, which may be the result of moving to individual counselling and offering more counselling sessions.

Mental Health and Supported Community Living Services

Clubhouses

Our Clubhouses are based on a PSR (Psychosocial Rehabilitation) approach to wellness and provides a safe and supportive environment to adults living with a mental illness. Participants in the clubhouse are called Members. Each Member is expected to contribute to the daily operating/functioning of the clubhouse. Members and staff work collaboratively to plan, organize and run the programs. Members can participate in low stress work units, seek volunteer and employment opportunities, make friends and enjoy recreational activities. All activities and services are designed to promote personal health and wellness while increasing independence and facilitating recovery.

Surrey Clubhouse (New Frontier and The Roost)

The main focus at New Frontier is on leisure, basic living skills and wellness while the emphasis at The Roost is on pre-employment and employment. The Roost also offers some social/leisure and wellness components. Both sites provide opportunities to develop and practice skills. Both locations also offer Young Adult and Wellness programs.

Service Highlights

The Clubhouse Employment Program provides vocational assistance which is a fundamental step in supporting Members to access community based employment. We had 57 Members engaged in the competitive employment program in the past year. Out of the 57 participants, 9 have secured fulltime positions, 16 part-time positions, 9 casual on call, 8 volunteer placements, 4 in continuing education and the remaining 11 are actively involved in job search.

Quality Improvements

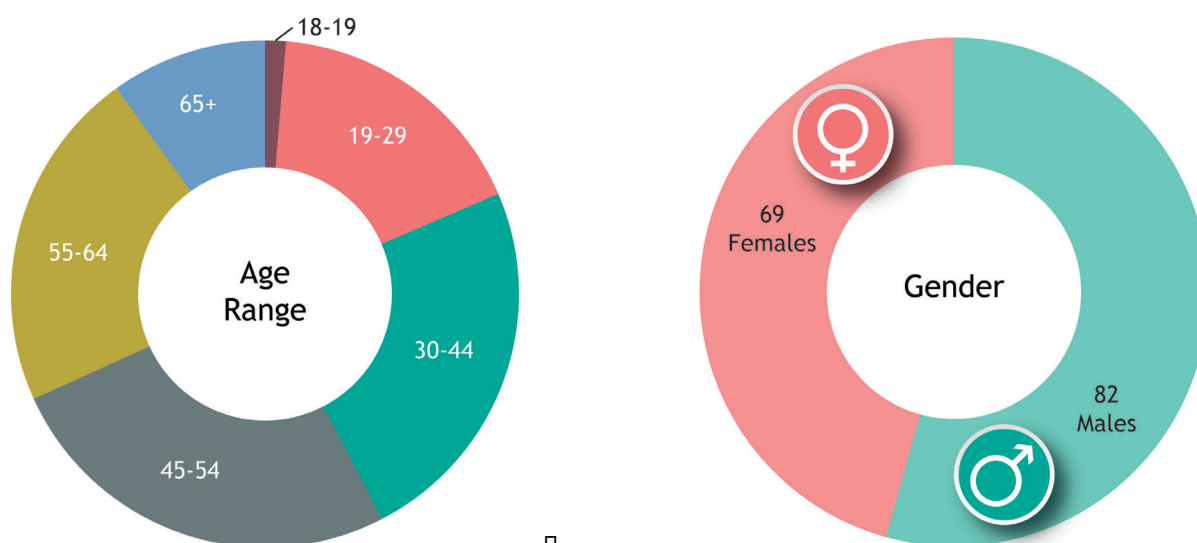
A greater emphasis has been placed over the past year on a community-based, recovery focus in the clubhouses. Members are encouraged to take on greater leadership roles and responsibilities in the planning and execution of daily activities. As well, a greater focus on vocational pursuits has resulted in a variety of pre-employment related discussions, expanded TVP, Supported Work and Competitive Employment programs, and a variety of guest speakers presenting in the program. Both programs will continue to strengthen vocational programming in the coming year, as well as focus on the aging membership and their needs as well as cultural diversity. The focus will also continue on services tailored to the young adult population accessing mental health services in the Surrey area.

Whale House

Service Highlights

Whale House has 151 active Members. Out of the 151 Members; 51 Members are 55 years and older. Of the active Members, 28 Members are involved in volunteer work and 36 Members in paid employment. This totals 65% of our membership being involved in some sort of volunteer or employment.

Whale House plans a variety of different cultural dinners during the year; this has proven to be a great way to learn about cultures from around the world and close to home. Members collect information around specific cultural topics and share with other Members within the clubhouse, which results in healthy conversation and learning.



Supported Community Living and Housing Programs

The Supported Community Living Program provides persons living with a mental illness with affordable self-contained living units and/or a variety of community living support services in the community of White Rock/South Surrey. The program is comprised of the Supported Independent Living (SIL) Program (subsidy and support program) and the Community Living Support (CLS) Program (outreach support).

Desired Outcomes

- increase clients' ability to manage their daily living abilities and activities through the provision of education, training and support
- increase clients' stability in the community, decreasing their dependence on the formal mental health system, through the provision of specialized support.

The Supported Independent Living (SIL) Program

A community based outreach program providing persons with a mental illness with a variety of independent living support services as well as a rental subsidy. The program provides specialized one to one support services to individuals who need support to live successfully in the community.

The Community Living Support Program is an outreach program that provides 1:1 life skills support in the community. Capacity for the program is 20 clients.

The Congregate Housing Program is a program with 3 different shared living houses. It is comprised of a shared house with limited supports (capacity of 4), Felix House, a rehabilitative focused house of 4 and Nichol House, our Assisted Living House with 6 residents.

The Surrey Bridging Program assists up to 9 clients to transition from a higher level of care to a more independent setting; more intensive supports are available to these clients along with rental subsidies. Sandell House is a 4-plex in central Surrey that houses 8 mental health clients. We provide 1:1 and group support services to these 8 clients.

The Sutton Apartments Program, a supported subsidized housing program with varying levels of support, has increased to 9+ clients sharing 5 apartments (shared four 2-bedroom apartments and one 3-bedroom unit) in a centrally located apartment building in Surrey.

Quality Improvements

- capacity for our Supported Independent Living Program increased to a range of 100 -109 subsidies
- we added another two Sutton Apartment units and in December
- we were successful in our Assisted Living registration, turning Nichol House into an Assisted Living resource

As a result of the Supported Living Program ...

<i>(strongly agree/agree and neutral responses)</i>	SIL	CLS	Congregate	Bridging	Sutton	Sandell
<i>I have improved my life skills</i>	100%	100%	100%	100%	100%	100%
<i>My health and wellness have stabilized and/or improved</i>	97%	100%	100%	100%	100%	100%
<i>I am better at making positive choices and decisions</i>	94%	100%	100%	100%	100%	100%
<i>I am more connected and/or aware of community services than before I joined the program</i>	94%	100%	100%	100%	100%	100%

Youth Supported Independent Living (YSIL)

YSIL is an outreach and housing program providing young persons with a mental illness with a variety of independent living support services. The program provides specialized one to one support services to those referred into the program as well as a rental subsidy to financially assist the young person to live in market housing. We have up to 5 rental subsidies available.

Service Highlights

This program is a component of Clubhouse Without Walls; programs and services that provide a seamless continuum of services for older youth/young adults living with a mental illness. Referrals for the YSIL Program come from the Child and Youth Mental Health teams from Surrey and White Rock.

The Youth Supported Independent Living Program continued to be very stable this past year. Our YSIL Program was at capacity for much of the year with 5 clients/subsidies registered for 11 out of the 12 months. The only exception was the month of September when two clients aged out of the program and were transferred to the adult SIL Program.

The clients experienced many firsts this year ranging from securing stable, safe, affordable housing, to securing competitive employment to having a baby.

YSIL staff, along with clients, access social and recreational opportunities offered through the Clubhouse without Walls recreation program. Some of these activities include snowshoeing, meditation, bowling, and walking groups. Other offered social outings included: hiking, golf, pizza and game night, and movie groups.

Desired Outcomes

- increase the clients' ability to manage their daily living activities through the provision of education, training and support
- increase the clients' stability in the community, decreasing their dependence on the formal mental health system, through the provision of specialized support
- 100% learned more skills to live independently
- 100% described more comfortable, safe and secure housing
- 100% reported feeling more connected and/or aware of community services

Transitional Living Program (TLP)

TLP provides life skills training and housing for individuals living with a chronic and persistent mental illness. The target population for this program is those individuals whose illness severely impacts their ability to live independently. Programming is outreach in nature and is guided by the principles of Psycho-Social Rehabilitation (PSR).

The primary objective of the program is to secure safe and affordable housing for the target population. In addition the program aims to enhance life skills and ensure integration into the

community for the program participants. The program staff work very closely with the clinical team at White Rock Mental Health and Substance Use Services to provide a wraparound service that addresses needs on an individual basis and in a holistic manner.

Service Highlights

This year, client survey results show that the majority of respondents are pleased with the program and the relationship that they have with their worker. As in previous years, comments regarding improvements revolve around increased social activities and also called for increased funding for clients.

As a result of feedback received, the team is engaging clients in monthly planning sessions to create the monthly social activities and calendar. There has also been a conscious effort to encourage clients to attend Whale House activities with the hope that attending the clubhouse will provide access to more social opportunities and connection with a wider range of people.

During the 2015-2016 year, the program provided over 2,587 hours of service to 29 clients. The majority of service provided is direct service with only 15% being indirect service. The majority of service is provided on an individual basis.

Outcome Measurement Results

	Target %	Results		
		% Strongly Agree and Agree	Neutral	# Strongly Disagree and Disagree
My housing situation has improved	80	77	23	0
My skills to live independently have improved, such as cooking, home management	80	76	15	8
My overall health and wellness has stabilized and/or improved	80	92	8	0
I feel more connected to the resources in my community	80	61	39	
I have more social contact	80	61	31	8

Homeless and Housing Services

Shelter Services

Hyland House Newton and Cloverdale are shelters funded by BC Housing to provide essential and gateway services.

Essential services are temporary accommodation and services designed to meet the immediate needs of the homeless for shelter, food and security.

Our Shelters:

- function as an access link to support services and as a bridge for people, to external supports
- connect to other key services such as health care, employment training and access to affordable housing
- are part of the housing and services continuum
- use a trauma informed approach when stabilizing and case planning with the people served

Shelters are at 103% occupancy for the year.

Transitional Housing Program (THP)

The Transitional Housing Program focuses on providing 20 supportive housing bachelor units for formerly homeless people. The purpose of the program is to stabilize people who have challenges maintaining independent housing or supportive housing in the community. This program is funded by BC Housing. THP uses a trauma informed lens in the provision of services and supports.

Homeless Outreach Program (HOP)

HOP is funded by BC Housing. The program connects people who are homeless to housing, income assistance, and community-based support services in Surrey.

The Outreach Workers undertake a wide range of support activities such as:

- addressing immediate physical and safety needs, such as food, warm clothing and a place to stay
- connecting people with housing, income support and health services; including making and accompanying them to appointments
- linking to other support services, such as life skills training, personal health, household and financial management
- acting as a landlord liaison when needed

Homelessness Prevention Program (HPP) and Rent Supplement Program

HPP provides people in identified at-risk groups facing homelessness with portable rent supplements to help them access rental housing in the private market.

The program focuses on the following groups:

- youth transitioning out of foster care
- women who have experienced violence or are at risk of violence
- people leaving the correctional and hospital systems
- individuals of Aboriginal descent

The HPP program operates, in many instances, as an enhancement and partner with the existing Options' Homeless Outreach Program.

Housing First Homeless Partnering Strategy (HPS)

HPS is a collaborative between 4 local agencies. Lookout Society, Elizabeth Fry Society, Sources, and Options are members of this partnership. This partnership uses a Housing First focus to house chronically hard to house individuals who have been homeless for 6 months or more in order to meet the immediate shelter, nutrition and hygiene needs of the homeless population.

Combined Outcomes of Homeless and Housing Services

- 4,763 clients were advocated for and connected to service
- 2,637 of those were homeless
- 900+ were housed
- 100% of clients developed case plans
- 55% of the population served would be considered homeless seniors as identified by research in the sector
- 10% of the populations served would fall under the youth category
- 60% of the outreach clients are 46 or older

Youth Services

Youth Services has had a successful year in 2015-2016. The program was able to exceed its contractual obligation and also provide an extra 555 hours of value added programming to the Curfew Monitoring component. In addition, Youth Services provided other services to clients such as subsidized housing, athletic programming, computers for youth, funding, research, and television programming.

- 19% of youth who accessed the program identified as Aboriginal
- 45% of youth were referred close to age of majority
- 25% of youth in YTP were receiving services in the program after the age of 19 (This was in order to provide continued support to those youth who no longer were receiving assistance from the Ministry).

Quality Improvements

- creating a Pre-Intake process for the purpose of gathering pertinent info on youth, as a method of risk management
- revamping the Curfew Monitoring program in order to increase communication between probation officers and YS staff

Surrey Youth Independent Housing Program (SYIH)

A program designed for homeless youth between the ages of 16-24 that are motivated to pursue their educational or vocational goals. This program was designed in response to the need of youth requiring support after they age out of the care of the Ministry.

Program Outputs

- # of youth participants assisted in program. 14
- # of youth who received housing subsidy..... 12
- # of youth who received support only. 2
- # of youth who graduated from the program and is living independently in the community. 4
- # of youth who transitioned to another housing program in another community. 1
- # of youth who left the program..... 1

Generation Why? (Gen Why?)

Gen Why? Is a youth television series airing on Shaw Cable that is produced by OCS. This year, the program was recognized by Shaw, for providing 20 years of high level, relevant, youth led- television programming, making it the longest running Shaw TV program. The cable company celebrated the program by airing an anniversary segment and invited former program hosts to be interviewed, including Anita Bathe, who is now a reporter for News1130. The website, which was designed by a grade 9 student, features past episodes such as, anxiety, depression, autism, travelling options after high school, study tips, grad fashion, bullying, buying your first car, and relationships.

Quality Improvements in Youth Services

Surrey Summer Boot Camp (SSBC)

In July and August, Youth Services offered the SSBC, a pro-social athletic program for all Surrey Youth, but specifically targeting youth that are in conflict with the law. Besides challenging their strength and physical endurance, participants enjoyed well-balanced meals and snacks, receive adequate footwear and safety gear, and gained exposure to the beautiful landscapes that BC has to offer.

OCS Computer Program

OCS has partnered with BC Technology for School to offer youth computers for \$75.00 for the purpose of assisting young people with their educational goals. These refurbished computers come with a 6 month warranty and with software. Last year, 19 laptops were distributed to young people in need.

McCreary Foundation: Street Youth Project

Youth Services and a number of community agencies throughout the province worked in partnership with the McCreary Foundation to conduct research on the health of 12-19 year olds who are homeless, precariously housed, or involved in street lifestyles.

Youth Services was responsible for supervising the 2 youth researchers that collected the data for Surrey. In July 2015 the McCreary Centre launched the report titled: *Our Communities, our youth: The health of homeless and street-involved youth in BC*.

Youth Educational and Employment Support Fund (YEES)

On April 1, 2015 the Surrey Youth Resource Centre (SYRC) received funding from an anonymous community donor to support youth in their educational and/or employment goals. The program is designed for youth experiencing barriers hindering their success of pursuing their goals. Youth are able to access this program through their youth workers after all community supports have been explored and exhausted. 18 youth were successful in receiving support through this program this fiscal reporting period. Eighty-seven percent of all the youth who completed the program reported a significant increase of awareness of services and programs that they can access in the community.

Services To Access Resources and Recreation (STARR)

STARR offers out-of-school activities for 4 elementary schools in the Surrey School District, KB Woodward, Holly, Katzie and Martha Currie. The program works very closely with the Community Partnerships Division of the Surrey School District. The purpose of the programs is to promote leadership, role modeling, and conflict resolution skills for the children by providing programs such as the ambassador program, school newspaper, mentor program, cooking clubs, sports, and photography clubs.

In addition to the school based activities, the STARR program also offers day camps for up to 20 children who would not normally be able to attend camps due to low income.

During this last year the STARR program moved two of our school locations from Forsyth and James Ardiel to Katzie and Martha Currie in Cloverdale.

We are also undertaking a strategic shift in our programming, moving to more outreach to families and community in Cloverdale.

Quality Improvements

1. Offered a winter break camp for up to 20 students after observing that a number of our student's families did not celebrate during the winter school break and the students were expressing that they were sad and lonely during this time. The first winter camp was very successful and we will do it again in the coming year.
2. Initiated an alumni mentoring project during our camps that was very successful and we will be expanding it over the next year to help students transition from elementary school to high school.

Program Outputs

	Total
# of individual Children served to date (based on school year)	1,245
# of contacts with children to date	9,095
Ongoing support, children contacts	183
Before and after school programs offered	66
Parent/caregiver contacts this period	367
Collaboration with school staff regarding children	169

Desired Outcomes

Outcomes	Indicators	Action
Positive Social Skills/Competency Children and youth interact more effectively with peers and adults due to participating in critical-hours programs.	Relationship with peers #,% of participants who have an improved relationship with their peers.	Provide group team activities in all programs so that children have the opportunity to role model, practice and be guided in positive social interactions.
Leadership Children and youth have the opportunity to gain leadership skills due to participation in critical-hours programs.	Leadership roles #, % of leadership roles occupied by children and youth within critical-hours programs.	Provide leadership opportunities for children during the school day.
Improved relationships with non-related adults Children show an increased willingness to interact with a non-related adult on a meaningful level.	Relationship with adults #,% of participants who have established a more positive relationship with at least one non-related adult (i.e., mentor, tutor, teacher).	STARR staff connect with and create positive relationships with children; before school, during school, at lunch, recess, and after school.

Options for Schools (OFS)

OFS provides outreach and in school support for 3 of the Surrey School District's alternate schools. These schools are TREK, Lee School and Lord Tweedsmuir.

OFS provided one-to-one outreach support for individual students identified by the school district on a one-off basis. Staff support the schools in their physical activities and do one-to-one outreach in the community to help students regain their focus on schoolwork and practice community integration activities. Outreach services are also provided to students during the summer break.

A few value-added pieces include: vans to transport students around in. New this year are 4 Homeless Partnering Program rent subsidies to help struggling families become more stable in their housing so students can concentrate on school.

Desired Outcomes

- Youth attend school regularly and participate in the school curriculum
- Youth demonstrate improved social skills, problem solving skills and academic skills
- Youth are integrated back into the public school system via: distance learning, high school or alternate school learning centers, or youth will be maintained at Lee School or TREK as related to their personal or family circumstances

Quality Improvements

- Instituted a gym program on Tuesday and Thursday mornings at the Bridgeview Community Center which has been very successful
- Integration of the Lee School, TREK and itinerant workers to provide more effective and efficient outreach supports
- In consultation with the School District, we converted 3 part time positions that did one to one outreach for the entire district into 1 itinerant worker who provides outreach support to selected school programs
- Purchased a new van for client outreach so we can continue to be nimble and flexible in meeting the needs of students

Committee Highlights

Health & Safety Committee

The Health & Safety (H&S) Committee provided orientation to new staff/practicum students/volunteers during Options Orientation Workshop. This orientation is facilitated by Options Health & Safety Chair and other committee members.

H&S meetings are being held at various Options program sites in order to gain a greater and clearer understanding of the unique health and safety issues pertaining to individual programs. This promotes greater membership within the organization and participation amongst committee members.

Quality Improvements

- H&S reviewed Incident/Investigation reporting requirements
- H&S reviewed inclement weather policy, working after-hours (on-site/community) policy/practice
- H&S circulated Ministry of Children and Family Development new Centralized Intake Child Protection Number 1-800-663-9112
- Month drills/Site inspection now available for programs through Relias
- H&S committee organized a creative drill month where individual programs/major sites were encouraged to creatively facilitate the regular fire drill to elicit greater focus and seriousness to the drill from staff.
- Options trained four (4) internal facilitators as internal Non-violent Crisis Intervention program/cluster specialists
- H&S committee purchased AED for specific program within the agency (15 units were purchased) and circulate within the programs (this also included the additional purchase of child pads).

H&S committee created three new vehicle inspection forms to meet accreditation standards. These forms are now being utilized within individual programs.

1. Daily Pre-Trip Inspection Form (Options vehicles)
2. Quarterly Vehicle Inspection List (staff vehicles)
3. Class 4 Pre-Trip Inspection List (Options vehicles)
4. Created a standardized Mileage Log

Diversity and Inclusion Committee

The Diversity and Inclusion Committee has spent considerable time at each meeting discussing the needs of the agency staff related to training. The staff development committee has worked closely with DAIC and this has resulted in the ongoing development of training.

Quality Improvements

A number of committee members began development of training related to Aboriginal People (history, culture, customs, etc.) to bring awareness to staff working with Aboriginal clients. With the inception of the new Aboriginal Engagement Committee, the DAIC put the training on hold and will work collaboratively with this new committee to meet the unique needs of our Aboriginal clients.

This committee has organized the following trainings this year:

- Virtual Settlement Learning Exchange - AMSSA offered 7 interactive sessions live.
- E-Symposium Cultural Safety - a two hour event through AMSSA.

Community Profile Committee

The purpose of the Community Profile Committee is to increase awareness of the agency and its programs throughout the community.

Quality Improvements

- initiated an Options' Ambassador Program and a Planning Committee for the purpose of raising the profile of Options in the community
- implemented a Blogging Committee that organizes stories and program information for the purpose of engaging the community and raising Options' profile

This past fiscal year, OCS's presence has continued to grow on social media. Our main focus is Facebook, followed by activity on Twitter.

Here are main points to take note of:

- Our audience on Facebook (fans) grew from 2362 people to 3565 people in the Surrey and surrounding areas (an increase of 1,203)
- Facebook Fan ratio (88% Women, 11% Men)
- 2 Highest Age Groups of Fans: 26% between age 25-34, 24% 35-44
- Our post Reach ratio (80% Women, 18% Men)
- 2 Highest Age Groups of people reached: 25% between age 18-24, 20% 25-34
- Our daily reach on Facebook averages between 650-1150 (people that see our content daily)
- We increased the number of "Now Hiring" posts on Facebook that direct people to our "Careers" page on our website. This has resulted in an increase of visits to that page
- There have been between 20-300 LINK 'click-throughs' on such posts
- On Twitter we have 581 followers and are following 527 people (we spent more time this period following and replying to tweets and re-tweets)

Our posts and information have continued to bring attention to special events, need for volunteers, career postings and increased awareness around the community.

Staff Training and Development Committee

The Staff Training and Development Committee of OCS focuses on identifying and implementing training and education opportunities which are common across the agency.

Quality Improvements

Non Violent Crisis Intervention

In December 2015, the full day training was changed to a two years certification, instead of one year.

Wisdom Within

The format was revised to offer one workshop per lunch hour, changing time to 12:15 to 12:45pm. With the help of the IT Integration Specialist, recorded sessions will soon be available on Relias.

Orientation Workshop

Material is being reviewed and revised often to ensure information is up to date.

Respectful Workplace Workshop

Workshop material was updated and the workshop was re-launched in February 2016.

Social Wellness Committee

The Social Wellness Committee consists of a committed and energetic group of staff who assume most of the responsibility for planning and organizing staff social events, to promote inter-program sharing and strengthen employee engagement and happiness at work.

The committee organizes events throughout the year. This past year we focused our lunchtime events to coincide with various cultural and ethnic celebrations.

On average over 60 people attend our lunchtime events and over 200 staff attended the annual Christmas Party. The list of events included:

- Summer barbeques,
- Ramadan Celebration
- Lunar New Year Celebration
- Dawali
- Cinco de Mayo
- Curry Cook off
- Chili Cook off
- Golf Tourney
- Annual Christmas Events for staff and children

Aboriginal Engagement Committee

The Aboriginal Engagement Committee is new to Options this year. The committee has met 7 times with 1 of those being a joint meeting with the Diversity and Inclusion Committee and the Staff Development Committee.

Quality Improvements

- Development of our terms of reference, logic model and annual strategic plan
- Engaged faculty at the University of the Fraser Valley to help develop a practicum placement program specifically for Aboriginal members of the community
- Added an acknowledgement to the Coast Salish people who allow us to be guests on their territory to our brochure; this is a first step in including more Aboriginal acknowledgement on all of our materials
- In collaboration with the Staff Development team and the E-Team, hosted an experiential learning seminar focusing on Aboriginal culture and community : Building Bridges Through Understanding The Village training. This took place in June

Performance Quality Improvement (PQI) Committee

Members of the PQI Committee are comprised of managers and senior managers who represent all OCS program areas, and who are passionate and committed about quality improvement. The committee is chaired by the OCS Director of Quality Improvement.

The committee attends to ongoing PQI developments, provides support and feedback to programs, and oversees, improves and monitors regular processes such as staff surveys, quarterly and annual reports and other key activities.

During the 2015-2016 reporting period, the PQI Committee engaged in the review and development of new and existing policy, the revision of the PQI reporting templates and program annual plans, and identifying key agency wide areas for improvement. The PQI Committee also champion the concept of PQI and make it more meaningful and relevant across the agency.

Achievements of Note 2015-2016

Purchase of Land on 81st and King George Hwy

Planning underway to build an integrated youth centre and affordable housing for a variety of identified service populations.

Achieving Assisted Living Designation

Mental Health and Housing Services: One of the homes that we operate in our Mental Health and Housing Services became a designated Assisted Living Facility after meeting all of the requirements as outlined by the Assisted Living Registrar. The home currently provides housing as Support services for 6 residents.

Director of Development Position

Starting this current fiscal year, the organization made a strategic decision to invest in the capacity to expand private fundraising activities and expertise as a critical element of diversifying our revenue sources. We have a new 3-year plan outlining how we will begin to build a broad base of awareness and support from individuals, companies, foundations, schools and community groups in our area. This is also a key strategy in preparing us for the development of a new facility to house expanded youth programming in the next couple of years.

Staff Training and Development

To strengthen our existing leadership and prepare emerging leaders for succession, we provide significant opportunities for leadership and management professional development, including a state of the art, intensive leadership program offered through the Provincial Federation of Community Social Services called 20/20. We were recently informed by a 20/20 representative that Options sponsors and supports more staff to participate in this program than any other agency...a true testament to our commitment to staff development!

Negotiation of BCGEU local issues

We are grateful to have a positive working relationship with our Union partners which resulted in the successful negotiation of issues specific to our unionized staff members.

Development of an Aboriginal Engagement Committee

An initiative of our existing Diversity and Inclusion Committee, we acknowledge the unique strengths and challenges of Aboriginal Peoples and are committed to ensuring that our services are relevant, meaningful and accessible.

Expansion and Enhancement of our PQI Initiatives

We revised our program annual planning to be more reflective of the agency's overall strategic planning and have now developed mechanisms to analyze the effectiveness and efficiency of our HR, Administrative and Development departments with a clear focus on quality improvement.

Syrian Refugee Influx and Emergency Programming

In an extremely short turn-around time, we mobilized emergency services and programming, in partnership with SUCCESS and DIVERSEcity, for 30 Syrian refugee families moving to temporary housing at the Sheraton Guildford in late February. Options staff provided case management, childminding, housing search support, five weekly conversation classes and community connection tours to the Guildford Recreation Centre and Guildford Library.

Through our refugee support website campaign, we received tremendous community support for Syrian refugees including monetary and in-kind donations, and volunteers to provide interpretation and accompaniment support, facilitate conversation classes and become social mentors matched with high need families.

Also, in preparation for the Syrian refugee influx, we launched a highly successful Arabic Women's Support Group at Guildford Library in January.

Planned, setup and operated child minding for 30 families with 92 children 0-12 years who had recently arrived from Syria and were being accommodated at the Sheraton Guildford Hotel. Arabic speaking staff were hired to work with some of our existing child minding casual pool of ECE staff.

Our Healthiest Babies Program collaborated with Immigrant Settlement Services and First Steps to provide perinatal support and education to Syrian Refugee families living in Surrey's two welcome centres.

RFP Submissions

In August 2015, we submitted a funding proposal for a 3-year contract for Settlement Services to Immigration, Refugees and Citizenship Canada (IRCC, formerly CIC). We are currently awaiting the negotiation process.

Whalley Employment Services Centre (WESC)

The WESC client profile is a unique one and clients who access services require support services in the community to ensure their success. Despite the individual struggles clients in the Whalley Catchment Area face, the program has been able to obtain an employment outcome for 912 clients for 2015-2016. Since the start of the program to date, the Whalley Catchment Area has been able to obtain an employment outcome for 3,489 clients. Enhanced

marketing efforts and connections with employers continue to create opportunities to increase the percentage of clients who secure sustainable employment.

McCreary Foundation: Street Youth Project

Our Youth Services Programs and a number of community agencies throughout the province worked in partnership with the McCreary Foundation to conduct research on the health of 12-19 year olds who are homeless, precariously housed, or involved in street lifestyles. Options was responsible for supervising the 2 youth researchers that collected the data for Surrey. In July 2015 the McCreary Centre launched the report titled: Our Communities, our youth: The health of homeless and street-involved youth in BC.

Family Resource Programs

Through the generous donation of \$25,000 from the RBC Learn to Play Grant, we have been able to introduce the concepts of physical literacy to the parents and caregivers who attend our programs, in a more formal way. We have been able to hold regular physical literacy sessions at each of our locations and have events planned for the coming fiscal year. CVFRP moved to Clayton Hall at end of quarter 3 where there is a larger population and need for resources. This has proved to be a huge success with a huge increase in the number of families attending programming there.

OCS Computer Program

OCS has partnered with BC Technology for School to offer SYRC youth computers for \$75.00 for the purpose of assisting young people with their educational goals. These refurbished computers come with a 6 month warranty and with software. Last year, 19 laptops were distributed to young people in need.

Child Care Resource and Referral Programming (CCRR)

On May 29, 2015 we had the launch of the Newton Early Years Centre. We had an overwhelming response of community partners, clients and special guests including Minister Cadieux to join us for the official ribbon cutting and launch of an integrated network of Early Years services that brings together the expertise of Surrey's child and family agencies with the emerging needs and capacity of the families in Newton. An Integration Committee was formed and meets bi-monthly, two of the CCRR staff attend these meetings and provide information and resources for the Newton EYC Site.

CCRR Program Manager is a member of the newly formed Surrey Community Child Care Task Force to develop and get active stakeholder commitment to a Surrey Child Care Action Plan that will enhance and support the long term sustainability of a community planned continuum of high quality, accessible, affordable, comprehensive child care services for Surrey families with children up to age 12 years.

Fraser Health Crisis Line

Agency has made Moodle, an e-learning platform, available for use in providing volunteer training.

Fraser Health now promotes the crisis line volunteer opportunity via Facebook, Twitter, Pulse (internal newsletter) and will include volunteering for the crisis line in response to individuals who express interest in volunteering with Fraser Health.

Stopping the Violence Programs

We received \$12,500 from GVC Credit Union towards the purchase of a new Dodge Caravan for client transportation. AED's and Security cameras were installed in both of our Transition Homes and extensive structural and cosmetic renovations and upgrades were done at both homes as the result of generous support from BC Housing, the Ministry of Community, Sport and Cultural Development and RBC Day of Caring.

Clubhouses

Health and Safety was one priority for Surrey Clubhouse at both New Frontier and the Roost. The grounds at New Frontier were made more secure and the Roost underwent major renovations ensuring that Members have the best experience possible when visiting.

Financial Report

Treasurer's Report

To the Members of Options Community Services Society ("OCS")

It is my pleasure to present this Treasurer's Report to you for the fiscal year of OCS ended March 31, 2016. It has been another interesting, challenging, and rewarding year. OCS has continued to face uncertainty in certain programs, but has managed its risks appropriately and continues to be in excellent financial condition.

As described in detail in the financial statements included in the Annual Report, total revenues before internal allocations increased year over year by approximately \$1.2 million to \$25.9 million. This represents an increase of approximately 5% from the previous year. Total expenses before internal allocations increased year over year by approximately \$2.0 million to \$25.2 million. In addition to these changes, we realized a gain of approximately \$679,000 on the sale of Congregate House III. The result is an excess of revenues over expenditures in the amount of \$1.3 million, a decrease of \$0.2 million year over year. Total assets increased year over year by approximately \$0.8 million to \$19.3 million, while total liabilities decreased year over year by approximately \$0.5 million to \$8.5 million. As a result, OCS had net assets in the amount of \$10.9 million at March 31, 2016, an increase of approximately \$1.4 million year over year.

The financial results as summarized above are a result of sound financial management at OCS. With oversight by the Board of Directors, the Executive Team have again done an excellent job of managing the financial resources of OCS, particularly when it comes to managing its risks. It is with great excitement that the Board and Executive Team have turned their attentions to the future use of the new property on King George Boulevard, which is intended to replace certain aging facilities and provide brand new, much needed space to carry out its mandate. I am confident that the development of this property will further solidify the footprint of OCS in the community. OCS has a strong team that has created a culture of hard work and dedication in order to ensure that it stays financially healthy and continues to provide those most needed services to the communities it serves. The growth of this organization over its many years is a testament to that culture.

I would like to personally thank the Deputy Executive Director/Chief Financial Officer, Ivan Menendez, for his financial wisdom and spirit, and the Executive Director, Christine Mohr, for her great leadership and positive attitude. I would also like to thank the members of the Finance Committee for their insight and dedication during the year, and the other members of the Board of Directors for their unwavering support. Each of these people has made my job an easy one.

In closing, I continue to be very excited about the future prospects for OCS and I look forward to another great year.

Yours very truly,
Kevin J. Kilgour, CPA, CGA
Treasurer

OPTIONS COMMUNITY SERVICES SOCIETY

Statement of Financial Position

Unaudited

March 31, 2016, with comparative information for 2015

	Operating Fund	Capital Asset Fund	2016 Total	2015 Total
ASSETS				
Current assets:				
Cash and cash equivalents	\$ 2,259,136	\$ 17,315	\$ 2,276,451	\$ 3,178,373
Investments at fair value	416,725	-	416,725	579,309
Accounts receivable	2,198,683	7,110	2,205,793	1,593,094
Due from related party	41,083	-	41,083	28,195
Prepaid expenses and deposits	271,277	-	271,277	199,698
Supplies	10,823	-	10,823	22,943
	5,197,727	24,425	5,222,152	5,601,612
Restricted cash and investments at fair value	2,047,639	1,887,431	3,935,070	4,617,996
Capital assets	-	10,186,936	10,186,936	8,282,976
	\$ 7,245,366	\$ 12,098,792	\$ 19,344,158	\$ 18,502,584
LIABILITIES AND NET ASSETS				
Current liabilities:				
Accounts payable and accrued liabilities	\$ 1,621,701	\$ 14,758	\$ 1,636,459	\$ 1,397,453
Compensation, vacation and overtime payable	1,593,036	-	1,593,036	1,580,501
Deferred contributions	1,441,450	44,990	1,486,440	1,783,987
Mortgages payable, current portion	-	110,623	110,623	100,191
	4,656,187	170,371	4,826,558	4,862,132
Deferred contributions - replacement reserves	270,626	-	270,626	277,618
Deferred capital contributions	-	2,015,096	2,015,096	2,240,209
Mortgages payable	-	1,352,052	1,352,052	1,586,736
	4,926,813	3,537,519	8,464,332	8,966,695
Net assets:				
Invested in capital assets	-	6,784,710	6,784,710	4,431,385
Internally restricted	1,624,669	1,754,393	3,379,062	4,093,185
Unrestricted	693,884	22,170	716,054	1,011,319
	2,318,553	8,561,273	10,879,826	9,535,889
	\$ 7,245,366	\$ 12,098,792	\$ 19,344,158	\$ 18,502,584

OPTIONS COMMUNITY SERVICES SOCIETY

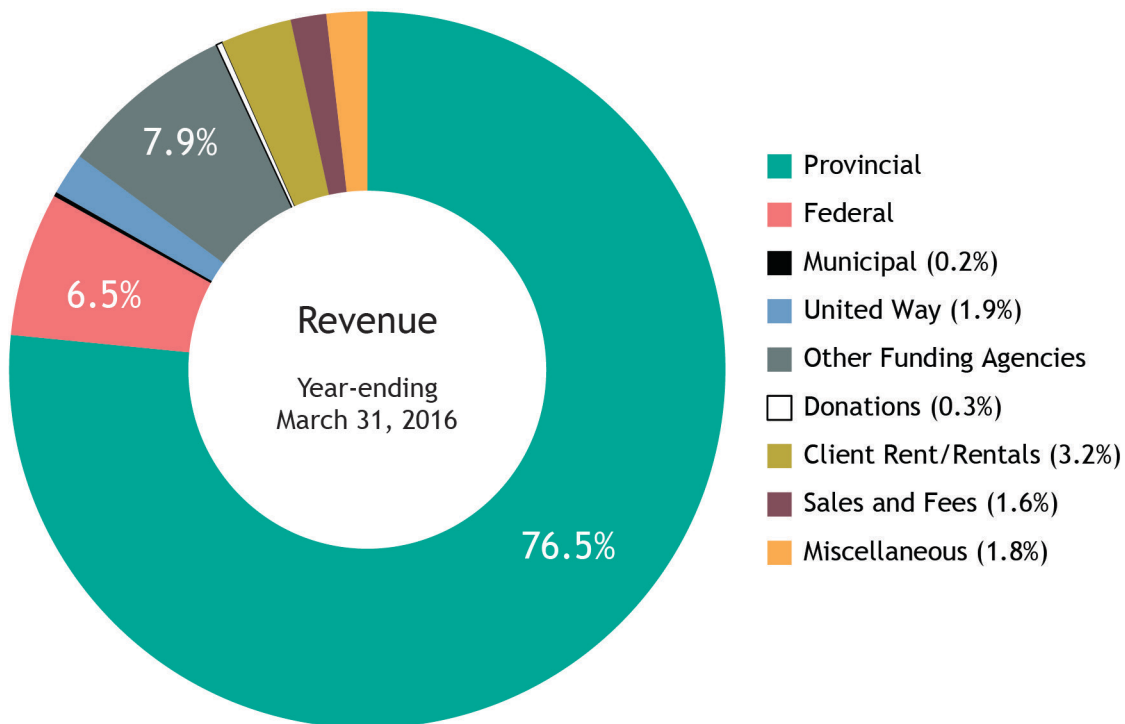
Statement of Operations

Unaudited

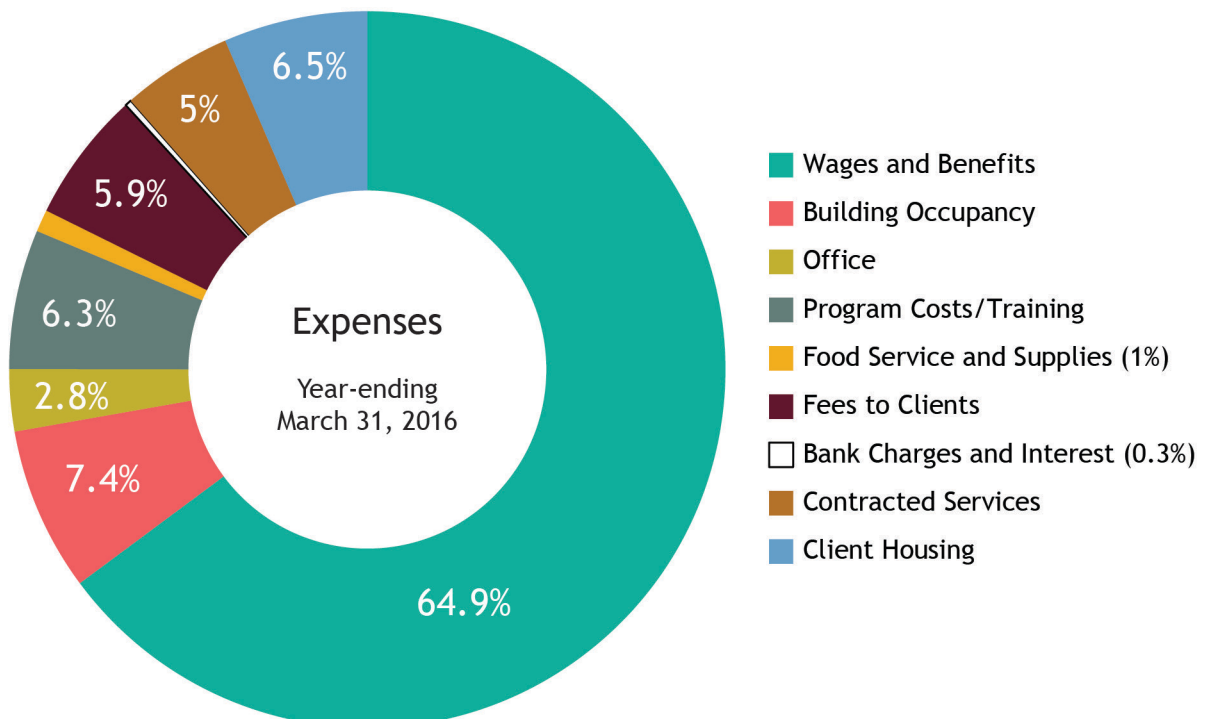
Year ended March 31, 2016, with comparative information for 2015

	Operating Fund	Capital Asset Fund	2016 Total	2015 Total
Revenue:				
Ministry of Children and Family Development	\$ 5,472,899	\$ -	\$ 5,472,899	\$ 5,339,522
BC Housing Management Commission	4,080,241	-	4,080,241	3,972,945
Fraser Health Authority	3,759,163	-	3,759,163	3,613,148
Ministry of Social Development	5,618,062	-	5,618,062	5,138,894
Ministry of Jobs, Tourism and Skills Training and Responsible for Labour	123,351	-	123,351	137,371
Ministry of Finance - Gaming	223,700	-	223,700	216,521
Ministry of Justice	241,953	-	241,953	247,262
Federal government	1,554,514	-	1,554,514	1,614,451
Municipal government	53,220	7,780	61,000	61,620
School District No. 36 (Surrey)	210,842	-	210,842	232,568
United Way of the Lower Mainland	597,334	1,194	598,528	476,373
Client rent contributions/rental	808,667	4,284	812,951	793,155
Other funding agencies	2,247,324	-	2,247,324	1,963,214
Sales and fees	453,647	-	453,647	385,884
Interest	61,922	-	61,922	215,272
Donations	113,736	-	113,736	73,401
Miscellaneous	114,023	-	114,023	105,762
Amortization of deferred capital contributions	-	91,798	91,798	91,798
Administration cost recovery from related party	39,254	-	39,254	39,254
	25,773,852	105,056	25,878,908	24,718,415
Internal allocations:				
Administration recovery	2,060,133	-	2,060,133	1,984,250
Occupancy and miscellaneous	1,107,894	511,107	1,619,001	1,550,804
	28,941,879	616,163	29,558,042	28,253,469
Expenses:				
Wages and benefits	16,357,156	-	16,357,156	15,308,688
Contracted services - direct service related	1,163,907	-	1,163,907	1,289,065
Client housing	1,644,149	-	1,644,149	1,478,084
Building occupancy	729,336	4,809	734,145	685,120
Program expenses and miscellaneous	1,004,144	10,612	1,014,756	975,165
Office	700,265	-	700,265	721,858
Amortization	-	547,169	547,169	431,172
Mileage and automobile	371,587	-	371,587	344,440
Food service and supplies	242,310	-	242,310	240,265
Utilities	198,645	-	198,645	236,487
Repairs and maintenance	303,153	74,616	377,769	359,545
Advertising and staff development	160,766	-	160,766	167,888
Donations in-kind	41,963	-	41,963	29,485
Professional fees	86,933	2,161	89,094	80,322
Bank charges and interest	40,537	32,607	73,144	75,589
BC Housing repayment	-	-	-	48,912
Fees paid to clients	1,497,482	-	1,497,482	746,897
	24,542,333	671,974	25,214,307	23,218,982
Internal allocations:				
Allocation of administration	2,060,133	-	2,060,133	1,984,250
Occupancy and miscellaneous	1,614,537	4,464	1,619,001	1,550,804
	28,217,003	676,438	28,893,441	26,754,036
Excess (deficiency) of revenue over expenses before gain	724,876	(60,275)	664,601	1,499,433
Gain on disposal of capital assets	-	679,336	679,336	-
Excess of revenue over expenses	\$ 724,876	\$ 619,061	\$ 1,343,937	\$ 1,499,433

Revenue



Expenses



Funders

Options Community Services gratefully receives funding from the following:

- BC Housing Management Commission
- City of Surrey
- Downtown Surrey Business Improvement Association: Clean Streets Program
- Federal Government: Immigrant, Refugees and Citizenship Canada
- Federal Government: Public Health Agency
- Fraser Health Authority
- Government of Canada, Homelessness Partnering Strategy
- Ministry of Children and Family Development
- Ministry of Finance - Gaming Policy and Enforcement Branch
- Ministry of Jobs, Tourism and Skills Training
- Ministry of Justice
- Ministry of Social Development and Social Innovation
- School District #36 - Surrey
- Service Canada
- Surrey Homeless and Housing Society
- United Way of the Lower Mainland
- Vancouver Foundation



Charitable Registration: 811786227 RR 0001

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