



ANNUAL
OUTCOMES REPORT
2016-2017



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, Langley 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 & Parenting Groups and Services
- Family and Children's Support Services including:
 - Family Strengthening and Development
 - Family Support Outreach
 - Quick Response
 - Supervised Access
- 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 on Accreditation (COA).

Get Involved

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

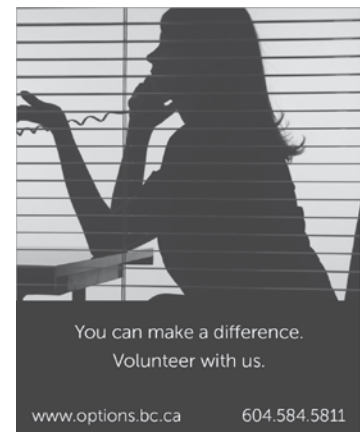
Every year, hundreds of people donate their time and skills to the diverse array of programs at OCS. This year, over 520 volunteers contributed almost 35,000 hours of their time. They engaged in a variety of activities, including answering Fraser Health Crisis Line calls, supporting families, youth and 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. Training includes:

- 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:

Janice Boyle
Director of Development
9815 - 140 Street
Surrey, BC V3T 4M4
p: 604.584.5811 ext. 1342
e: janice.boyle@options.bc.ca



*Tim Beachy
Board Chair*

Message from the Chair

Looking to the Future ...

This has been an exciting year for Options Community Services. It continues to be a pleasure to Chair the Board of Directors, and work with Christine Mohr and the excellent Executive Team which supports the work of Directors.

Options has extended services in social housing, homelessness and transitional housing; mental health services; youth and children services. Extension of facilities includes completion of the shelter in Cloverdale, purchase of Ted Kuhn Towers and commitment to a new service centre in the Newton area. Organizationally, Options has committed itself to a fundraising and capital campaign strategy, renewal of its constitution and by-laws and extensive governance and policy re-formulation.

Surrey and the Fraser Valley continue to grow at record rates and Options is committed to meet the emerging needs in this fast-changing environment. We will continue to focus on community engagement, collaboration and partnerships to meet community priorities, and use all of the resources available through Options and Habitat Housing Society to meet community needs.

The organization is in a healthy financial position and can now look forward to investing more assertively in development of priority service areas. We are very proud of our staff, both at the executive and program levels. We appreciate the skills, experience, energy and wisdom that staff bring to the job every day. We are also very appreciative of the service and development partnerships that are in place and currently building; without these partners we would be just another social service agency.

Options serves over 100,000 people annually. We have hundreds of active donors. We are engaged with scores of community-based action groups. We partner with practically every provincial social service ministry and several federal ministries, and are fully engaged with the City of Surrey, School Districts and Health Authorities, as well as with numerous private sector partners.

I also want to thank the Society Directors for their commitment, hard work and visionary approach to our work. The Board brings a wealth of long term experience as well as energizing new ideas. It is an awesome experience to play a part in the work of Options Community Services.

A handwritten signature in black ink, appearing to read 'Tim Beachy'.

Message from the Executive Director

This Year in Reflection ...

Accomplishments - We are very proud to say that Bill Reid Place, an expansion of the old 10 bed shelter to 16 beds of shelter and 12 transitional units is now complete. The old 6 bed mental health assisted living house is under reconstruction and will house 48 individuals. A new 6 bed resource has been developed for young people ages 19-25 with mental health challenges. We were successful with our bid to BC Housing to become owner/operators of Ted Kuhn Towers providing 425 units of social housing in Surrey. Combined with other existing housing and mental health services at OCS and working closely with other community partners, we are better able to provide much needed housing and support to our growing community.



*Christine Mohr
Executive Director*

Our plans to build a service hub on King George Boulevard and 81st Avenue are shaping up. There is much excitement about the development of a one-stop, integrated youth centre as well as other services out of this location. Community partners, neighbours and other supporters are excited about this opportunity for our community.

Our Early Years, Family Services and Counselling Services continue to address the needs of Surrey's population of 517,887 (Stats Canada 2016) including 92,550 children between 0-14 years of age.

Leadership Changes - This year we had two senior staff retire - Connie Hong, Senior Manager of Immigrant Services (IS) and Ruth Beardsley, Senior Manager of Early Years Services (EY) - both are sorely missed. We have the great fortune of hiring Khim Tan to IS and Darby Wilkinson to EY. As well, we are very pleased that several internal staff have moved to take on management positions as others have retired or otherwise left OCS.

I am inspired by the work done by our staff, volunteers and Board. In particular, I am appreciative of the day-to-day efforts of our staff who rise to whatever the occasion calls for. They are AMAZING!

In the year going forward we will continue to build on the many significant developments of the current year including ongoing strengthening of existing partnerships and the building of new ones on behalf of our community.

Thank you to our staff, volunteers, Board, community partners, donors and other supporters for your ongoing commitment to our community and the work accomplished through our collective efforts.

Christine A. Mohr

Volunteers and Staff

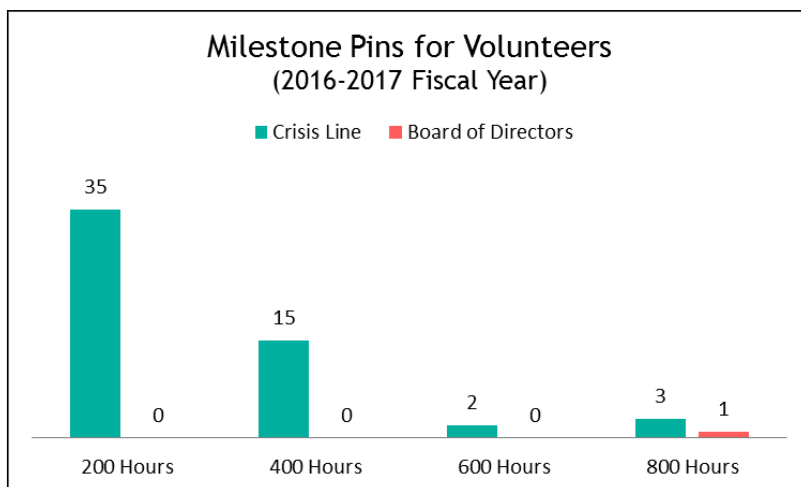
Thank You to our wonderful volunteers and staff!

Volunteers

Options had over 520 volunteers in 2016.

Instead of Service Awards, volunteers receive Milestone pins for giving 200, 400, 600, 800, and 1,000 hours of their time.

Between April 1, 2016 and March 31, 2017, 56 volunteers from the Crisis Line and Board of Directors received pins, which remained unchanged from 2015.



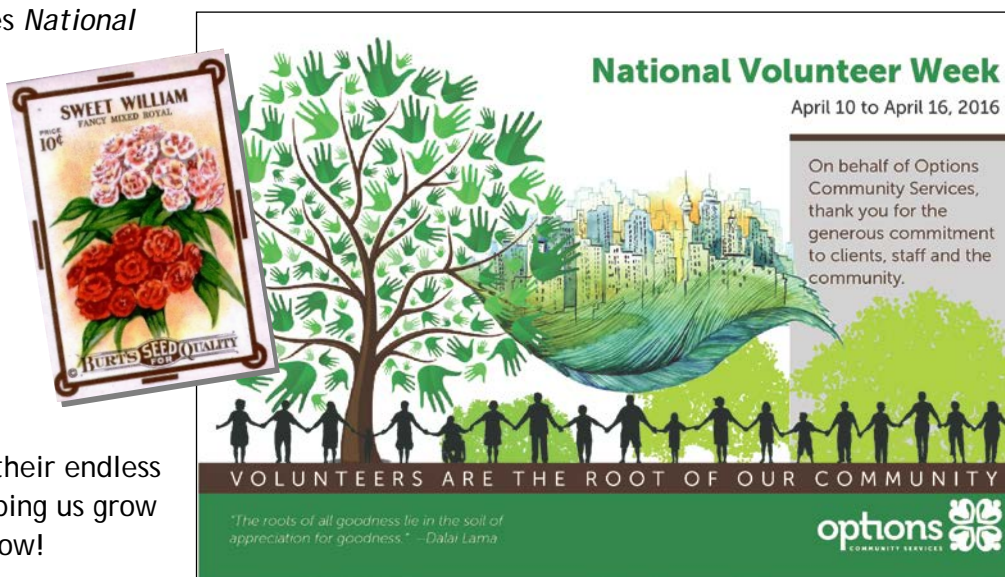
The most significant change this year was the number of Crisis Line volunteers receiving the 400 hours of service pin (an increase of 27%) and 3 volunteers reaching the 800 hours of service mark (increase of 2 from last year).

521 Volunteers = 34,361 Hours Contributed = \$769,686 Value (according to IMAGINE Canada)

National Volunteer Week

Options celebrates *National Volunteer Week* every year.

In 2016, more than 500 of our volunteers received an Options branded *Thank You* card along with a packet of flower seeds, signifying their endless dedication to helping us grow a brighter tomorrow!



Staff Service

At the end of fiscal 2016, Options had on record 429 employees. This was only slightly higher than 2015 (at 426).

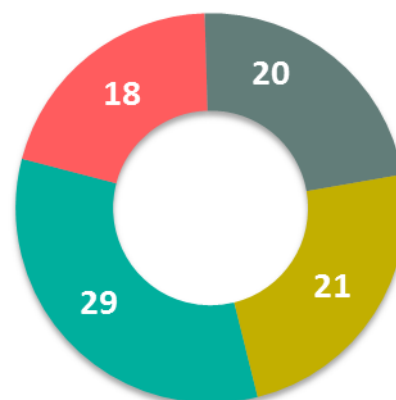
Turnover Data

This year Options had 88 employees leave employment, this was a decrease of 5 employees from 2015.

- 29 employees were permanent full-time or permanent part time
 - 19 full-time
 - 10 part time
- 18 employees were casual
- 20 employees were temporary full-time or temporary part time
- 21 employees were Summer Students hired on a seasonal basis

Turnover by Status (2016)

■ Permanent ■ Casual ■ Temporary ■ Seasonal



The most significant change from last year was in the permanent employee category.

Forty-three (43) permanent employees left Options in fiscal 2016, a decrease of 14 employees this previous year.

The top permanent position losses for 2016 were:

- Mental Health Workers (3).
- Shelter Workers (3).
- Whalley WorkBC (3).
- Finance (3).

Type of Employees	# of Employees	# of Employees in 2015	Difference in 2016	
Full-time	218	230	↓	12
Casual	87	73	↑	14
Perm Part Time w/Benefits *	61	68	↓	7
Perm Part Time	36	27	↑	9
Temporary Positions	27	39	↓	12

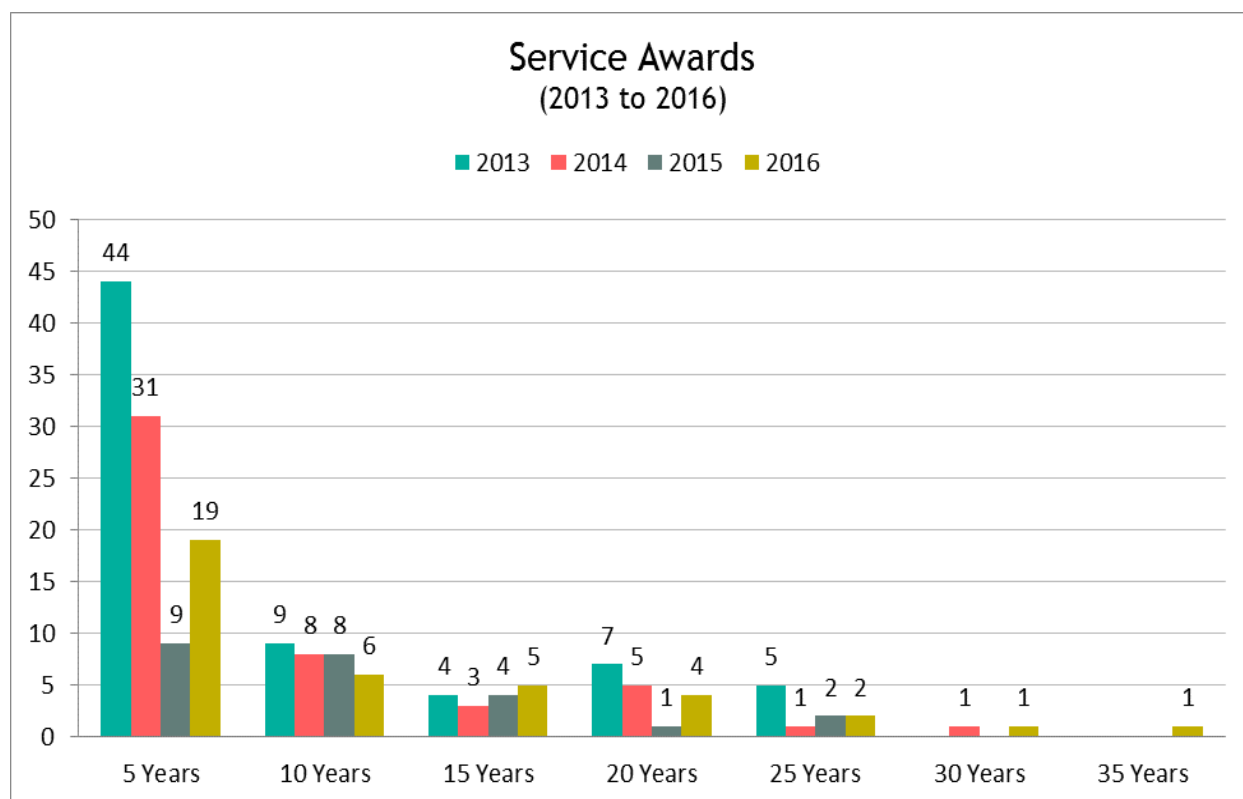
**permanent part time employees over 20 hrs per week turnover data*

Employee Recognition

Employees receive recognition every 5 years. In 2016, a total of 38 individuals received a service award. The award consists of a certificate and letter acknowledging the years of service and signed by the Executive Director and a member of the Board of Directors; a monetary gift is also given, for which the amount increases every 5 years.

After 25 years of service, employees also receive a plaque specially picked out by their supervisor. This award is personalized and presented by the employees' Manager with acknowledgement of the employee's strengths, hard work and dedication.

The following graph shows the number of service awards given out from 2013 to 2016. A total of 38 individuals received an award. The majority were for 5 and 10 years of service.



In 2016, two individuals celebrated their 25 year anniversaries, one individual celebrated 30 years and one individual celebrated 35 years (this was a new milestone). Of these four individuals, three of them hold leadership team positions, speaking directly to the extensive experience of our agency leaders. This year, the number of employees reaching 5 years almost doubled from previous year.

Employees are also encouraged to publicly appreciate each other's efforts.

We have several initiatives that increase appreciation, recognition and connection. These include:

- Regular potlucks and events celebrating the diversity of cultural backgrounds.
- Children's Christmas Party.
- Staff and Team Christmas Parties.
- Staff Barbecues.
- Team Days.

Staff Development

The Staff Development Committee is a group of individuals who are representative of our programs and services. The committee meets monthly to plan, coordinate and evaluate the delivery of mandatory training specific to all personnel, such as:

- Agency Orientation.
- Emergency First Aid.
- Non-Violent Crisis Intervention.
- Respectful Workplace.

Training Topic	Number of offerings	# of Participants
• Emergency First Aid/CPR Level C (w/AED)	6 Full Days	81 attended
• Occupational First Aid Level 1 (for First Aid attendants)	1 Full Day	10 staff trained (externally)
• Agency Orientation	4 Workshops	82 staff attended
• Non-Violent Crisis Intervention	9 Workshops 7 Workshops	112 staff certified for one year 90 staff certified for two years
Respectful Workplace	3 Workshops	88 staff attended

Supervisory/Leadership Development

- Supporting Refugees: *Settlement Services and Beyond*.
- How to Become a Learning Organization.
- CSSEA Conference.

Relias Training.

- 36 curriculums have been developed and are currently being used. These consist of agency annual training requirements, program-specific training requirements and position-specific training requirements. This is an increase of 5 new curriculums this fiscal year.
- 80 training modules are currently being used and consist of annual review material, one-time training requirements and ongoing training events such as First Aid.
- 144 courses were completed this fiscal year by 358 staff.

Other Development Topics

- **Wisdom Within Series**
 - So you want to Blog?
 - Using Pop Culture for Positive Change
- **Queer Competency Training**

This ½ day workshop presented by Qmunity provided education for staff supporting survivors of domestic violence, trauma and or abuse.

Agency Day Event Focus Event

Building Bridges Through Understanding the Village was a powerful, experiential workshop exploring the affects of Residential Schools on First Nations Peoples. The workshop was done from a non-blame/shame perspective and encouraged participants to be part of the healing.

At the direct program level, teams are supported to identify training opportunities which meet their unique needs and service setting. A sample of this, taken from our Counselling Services program training schedule from the 2016-2017 year is below:

Counselling Services Professional Development Training Summary: 2016-2017

- Introduction to Synergetic Play Therapy: 2 day workshop presented by Lisa Dion (5 staff attended).
- Capacity Cafe Training: 1 day (1 staff attended).
- Balancing Our Minds Event: Bell Centre: 1 day (1 staff attended).
- EMDR Training: Level 1 (2 staff attended this multi-day training).
- Somatic Experiencing (Trauma Treatment): Beginning Level (consists of three 4-day live training modules, spaced 2-4 months apart).
- Vanessa Lapointe Speaker event: 1 day, 1 staff.
- Langley Mental Wellness Event: 1 day, 1 staff.
- Social Media Online training: 1 day, 2 staff.
- Play therapy cafe: 1 half day training: whole team.
- Transition of Addiction in the 21st Century: 1 day, 1 staff.
- Concurrent Disorders Training: MCFD sponsored: 1 day, 5 staff.
- Refugee and Trauma Training: Langley School District Training.
- Family Networker Conference: Washington, DC - 4 day conference.
- American Association of Suicidology Conference, Chicago, 2 staff attended.

Staff Survey

We conducted our annual agency-wide staff survey. It is important to us at OCS that we have a positive work place, where staff feel supported, valued and able to do the best work they can.

Our annual staff survey gives all staff of OCS a venue for open feedback and provides us with an opportunity to assess what we are doing well and what we can do better.

Highlights

This year, 53% of staff responded to the survey (219 of 414 active staff). This is a marked increase from previous years.

When asked if they would, recommend working at Options to others, 165 respondents provided written responses. 98% said yes, with most responding strongly. 1% said maybe, 1% said not in my program.

When asked, what one practice OCS could change to enhance your life at work, 117 written responses were received. The majority of responses fell into 4 different theme areas: development and learning, increased communication, requests for flex days and remuneration (pay).

When asked, compared to other similar non-profit organizations, do you feel you are paid fairly, 57% responded yes. This is a significant increase from previous years where we simply asked "are you paid fairly" without providing context and 35% responded yes.

Feedback received on supervisors was also very positive.

Respondents were given the statement, my supervisor supports me in understanding how to be successful in my job, 72% of respondents reported that this happens anywhere from frequently to always.

To the statement, my supervisor recognizes and appreciates me and my work, over 75% stated frequently to always.

When asked to, rate the opportunities for learning, growth and development at OCS, 56% of respondents rated this as being above average to extremely high.

Over 85% of staff report above average to extremely high meaning and significance in their work.

35% of respondents are reporting above average or high levels of stress at work.

Over 70% of respondents are reporting above average to extremely high sense of community at work.

Over 75% of respondents reported an above average to extremely high feeling of connection to OCS's mission.

When asked, what keeps you at OCS, 31.8% reported pay, 39.9% healthcare benefits, 47.5% reported professional development, culture was reported by 73.2%, and flexibility 73.7%. Please note that participants could select more than one response to this question.

When new employees were asked what attracted them to Options, almost all written responses could be traced back to our culture and our reputation in the community.

Responses to the question, what single policy or practice does OCS do to best improve your life at work, also reflected our commitment to a culture that is based in community, is welcoming and inclusive. Respondents also reported that our commitment to supporting a work life balance whenever we can by being supportive and flexible improved their lives at work.

As a COA Accredited organization, we are committed to using data to identify areas of needed improvement. All of our programs actively seek out feedback from clients and stakeholders in a variety of forms, including informal dialogue, questionnaires, and surveys. We create an environment not only where feedback is sought, but is welcomed and appreciated.

Client and Stakeholder Satisfaction

Client Feedback (all programs)	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
• Clients satisfied with OCS programs	97.8%	96.5%	96.9%	97.4%	98.2%
• Clients who felt welcomed and respected	97.6%	95.7%	97.2%	97.8%	98.5%
• Clients who felt their goals were met	92.7%	90.9%	91.1%	90.1%	92.1%

Funder and Community/Partner/ Stakeholder Feedback (all programs)	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
• Stakeholders satisfied with OCS programs and staff's skills and service	98.2%	97.3%	97.5%	98.1%	98.6%
• Stakeholders who felt the programs were welcoming and respectful	97.0%	97.2%	97.3%	97.2%	98.2%
• Stakeholders who would recommend an OCS program/refer to it again	98.1%	97.8%	94.8%	96.0%	97.8%

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

Programs and Services

Counselling Services

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.

Family Counselling 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.

Outcomes

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

Service Highlights

- 95% of families report increased connection to helping services and supports.
- 95% report increased problem-solving skills.
- 100% report increased well-being and stability.
- 90% report increased knowledge, skills and ability to manage stress.
- 90% report increased ability to identify needs, goals and plans.

"I am completely satisfied with how the program was run. And also am confident I received the help I was seeking. Thanks for your time."

"We achieved our goals that were set by us at our first visit."

Unique Client Breakdown by Age

» Daily Stats (Client Time)	2,019.1 hours
» Group Stats	0 hours
» Brief Service	4.3 hours

Suicide Prevention, Education and Counselling Program (SPEAC)

SPEAC 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.

Outcomes

- To stop children and youth who are participating in the program from attempting or completing suicide.
- To improve the social, emotional, and behavioural functioning of children and youth who are participating in the program.
- 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.

Service Highlights

- 100% of children and youth report a decreased risk for suicide.
- 85% of children report an increased ability to think clearly and make healthy decisions.
- 80% report decreased symptoms of depression and anxiety.
- 80% report improved family, social and other relationships.
- 80% report improved community, school and work functioning.

Unique Client Breakdown by Age

» Daily Stats (Client Time)	1,618.5 hours
» Group Stats	111.4 hours
» Brief Service	195.9 hours

Sexual Abuse Counselling Centre (SAC)

SAC 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.

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.

Service Highlights

- 100% report improved ability to cope with the stressors related to the disclosure (or suspicion) of sexual abuse.
- 90% report being safely supported in the home.
- 95% report improved community, school and work functioning.
- 90% report improved social, emotional and behavioural functioning.
- 100% report an ability to think more clearly and make healthy decisions.
- 150 unique children and youth actively received services.

Unique Client Breakdown by Age

» Daily Stats (Client Time)	3,746.9 hours
» Group Stats	0 hours
» Brief Service	0 hours

Quality Improvements for all Counselling Services

- The creation of a sexual abuse handbook for clients of the Sexual Abuse Counselling program.
- The use of POMS on Nucleus for the creation of case plans with clients. The clinicians reported that this is an easier way to incorporate the client goals onto Nucleus.
- In an effort to more readily engage with clients on the family counselling waitlist (as per feedback that we've received from clients and stakeholders), our 'intake day' clinics are proving helpful.
- Based on client needs and feedback from the clinicians, a few technological tools for measuring neuro and bio-feedback have been purchased for the team.

Special Services for Children and their Families

Special Services to Children and their Families is a goal-based program designed for children 3-18 years old who have a developmental disability and/or autism.

There are three components to this program:

1. One-to-one service (MCFD funded).
2. Group services (MCFD funded).
3. One-to-one Private Intervention contract service.

Service Highlights

- 100% of participants experience increased integration into community.
- 93% demonstrate increased communication skills.
- 63% demonstrate increased life skills.
- 93% demonstrate increased social skills.
- 100% demonstrate an increase in appropriate behaviours.

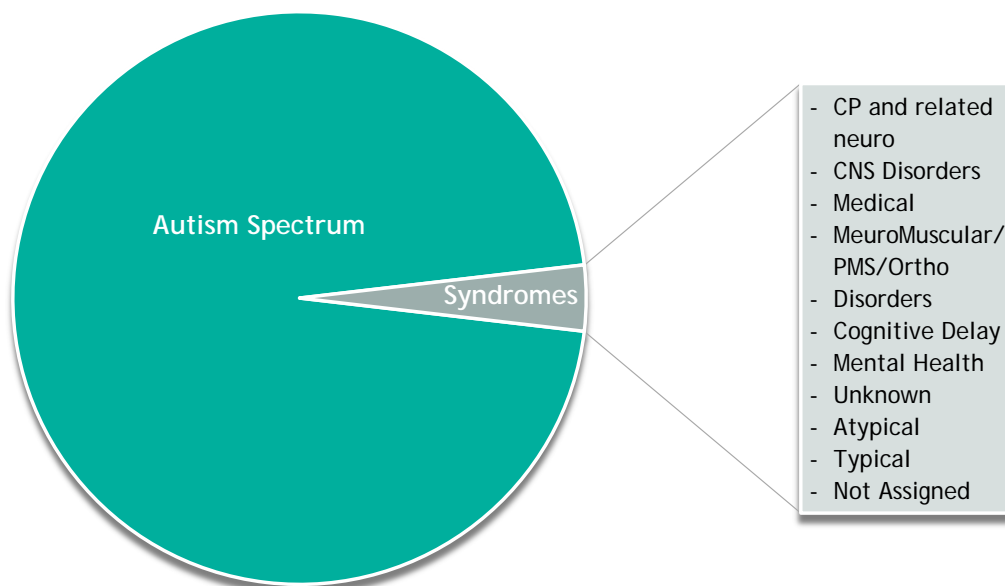
“Once a parent opens themselves up to the service and allows their child to attend, they love the program and request it again and again.”

Special Services	Contracted Service Units	Service Units Delivered
• Surrey	3,779	4,448.75
• Langley	11,574	14,813.73

- 320 clients in Special Services programs

Private Intervention

The Private Intervention program provided one-to-one contract service for 54 clients. Ninety-six percent (96%) of the clients supported were on the autism spectrum.



Quality Improvements

- We have presented on several occasions to school programs at Kwantlen and Trinity Western University.
- We secured funding for a new Snoozelen room for the new Langley office.
- We have secured our new space for our Langley office and hoping to move in the summer of 2017.
- We ran two parent support groups for parents who were isolated and needing support from one another.
- The kitchen area was renovated and now has an accessible area for those clients who are in wheelchairs or walkers.
- Secured 5 spots for our clients to take part in Dreams Take Flight - a trip to Disneyland for the day.
- We were once again a part of the UBC Reading week program. Students helped us create a video series which included online safety and recognizing personal boundaries which are currently being used as part of our Healthy Sexuality and Boundaries Group called "Teen Talk."
- We expanded our Sign-up waitlist program for clients waiting to get into the Adventurers group. Once families have come to an intake, they can sign their child up for two activities per month until their child gets into a regular group program. This helps to ease some of the long waiting time families have before getting service.
- We have built partnerships with Royal Bank of Canada, Kwantlen College, UBC, Langley Parks and Recreation, Timms Community Center and the Center for Child Development.
- We partnered with Langley Association for Community Living to deliver two Healthy Sexuality courses.
- We have applied to CLBC to be put on a list of service providers in the Langley and Surrey areas for adults in the community that require life skills workers.
- Over the summer we operated the Super Summer Program where existing clients of the program signed up for fun activities throughout the summer with the support of both regular staff and summer students. The Super Summer program was possible through grant funding.
- We also ran a Healthy Sexuality group for high functioning boys and girls from October - January.

Family Intervention Services

Family Support Outreach (FSO)

FSO 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.

Outcomes

- 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.
- Connect families to other resources within our community.

Service Highlights

- 97% report experiencing less crisis and disruption in their lives.
- 97% report using more resources or places in the community to meet their family needs.
- 97% report learning new parenting skills.
- 148 people served.
- 2,654 service units delivered.

Support for Parents of Young Children (SPYC)

SPYC offers one-to-one teaching and support to assist parents/grandparents and caregivers of children aged 0-6 years old in increasing their self-esteem and parenting skills, and to develop a sound community-based support system. Service is provided by Community Counsellors. In addition to one-to-one support, the program will also run four, 6-week long group sessions based on attachment theory, with a focus on skill-building.

Outcomes

- Support and educate parents, while promoting safe and healthy home environments.
- Foster better communication and more positive interaction between parents and children.
- Introduce more effective ways to respond to particular child behaviours.
- Connect families to other resources within our community.

"I am very satisfied with the program because staff has helped me so much with my son. Staff was always available for me."

Service Highlights

- 177 families received services.
- 2,199 service units delivered.

Quality Improvements

- SPYC and Nobody's Perfect Parenting programs moved from the Family Support Service portfolio to the Early Years Service portfolio.
- SPYC is currently a component on the continuum of care with Healthiest Babies Possible and Nobody's Perfect Parenting programs.
- Created a permanent part-time childminding position to increase the continuity of the child care relationship/experience for families.

- Provided regular supervision and group case review meeting with staff to be more collaborative, purposeful and informative during client interventions.
- Evaluated needs of client demographic, current groups being offered in the community and existing group curriculum.
- Engaged in a partnership with Dr. Vanessa LaPointe to develop an enhanced parenting philosophy, parenting group and staff training model. Evaluated existing service delivery model and re-established service priorities based on program contracted outcomes.
- Increased case loads and re-established focus of services.
- Staff engaged in outreach to Health Units, SD 36 StrongStart, MCFD teams to promote program, clarify program mandate and increase client engagement.
- Revised program pamphlets, referral forms (available on website), and assessment to increase usability for clients and referring agents.
- Reviewed and updated several client resources and staff practice tools to ensure we are delivering relevant and evidence-based information.

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 purpose of this program is to reduce the risk for child maltreatment, enhance child safety by changing behaviours and increasing the skills of referred moderate to high-risk, high-needs families in Surrey.

Outcomes

- Learn and apply new and appropriate strategies to manage their family and practical needs.
- Develop practical strategies which will increase the family's capacity to be self-sustaining and stable.

Service Highlights

- 79% of clients identified as female.
- 25% of clients referred in FSD highlighted a concern of domestic violence.

“Worker helped us realize our communication blocks and work on tools that help us work together as a family. She has also been helpful in finding the right programs to move forward without her.”

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. Services can be provided in the family home, in other community settings, and/or in the office.

Outcomes

- Learn/apply new and appropriate strategies to manage their family and practical needs.
- Develop strategies which increase the family's capacity to be self-sustaining and stable.

Service Highlights

- 99% of clients identify as female.
- 27% of clients referred in QRP who highlighted a concern of domestic violence.
- 129 families served.

Quality Improvements

- Both FSD and QRP have staff members who can converse in Punjabi, Hindi, Spanish, Cantonese, Mandarin, French, and German.
- This past year FSD/QRP completed 17 groups and had a total of 186 group participants which exceeded the previous year's total of 7 groups and 76 participants.
- Psycho educational groups ran every quarter for a total of 17 groups and 186 group participants.
- 81% of group participants graduated from the Men's Anger Management group.
- All group facilitators have completed a 2-day group facilitation training called "Facilitation Fundamentals" offered by the Justice Institute of BC.
- Team members attended a two day workshop entitled "Managing Anger through Intelligent Compassion" facilitated by Dr. Harry Stefanakis. This curriculum is being implemented in both the Men's and Women's Anger Management groups. The training was videotaped for staff to refer back to as a resource for future trainings.
- 58% of client feedback forms were returned exceeding the target rate of 35%.
- Assistant Manager completed Leadership 2020.
- 81% of participants completed the Men's "Managing Anger through Intelligent Compassion."

"I learned great communication skills, as well as the ability to identify a problem and alternative ways to approach it in the healthy way. Wonderful for learning and discussion. Groups are a successful way to teach those in need of additional parenting skills."

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 program's 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.

Outcomes

- Facilitate positive interactions between family members.
- Increase parenting education.
- Give visiting families an opportunity to spend time together in an atmosphere of safety and support.

Service Highlights

- 3,613 service units delivered.
- 78 unique individuals served.

"The fact we were in a small group let me the opportunity to be more participative and express my opinion and concerns in a comfortable and friendly environment."

Nobody's Perfect Parenting (NPP)

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 multicultural 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 and healthy home environments.

Outcomes

- 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.
- Connect families with other community resources.

Service Highlights

- 100% of clients report that staff possess the knowledge, skills and abilities to provide quality services.
- 91% of clients report that they learned new parenting skills.

"The support and resources and the nice knowledgeable presenters made it a good experience"

- 8 groups delivered.
- 75 families served.

Quality Improvements

- Offered through Options' Early Years Centre.
- All program promotional materials were reviewed and updated.

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.

"Goal setting helps me rethink what I want to happen next year."

WESC has just completed its fifth year of operation.

Service Highlights

- 96% of needs and goals were addressed as per Client Survey questionnaires.
- 85 long-term Training Applications were approved for funding.
- 478 workshops were held.
- 1,236 new client files were opened.
- 1,279 individuals found employment.
- 2,375 individuals received 1:1 support.
- 3,615 individuals attended workshops.
- 15,179 visits to the resource room were recorded.

I've done a lot of growing in this class, I am ready for the next step.

Quality Improvements

- Based on workshop attendance and results, the structure of the workshop delivery has been revised and improved to ensure a higher participation rate, enhanced service delivery and completion results, ultimately higher employment stats.

- Workshops now include a personal development component. This enhancement will offer clients the opportunity to learn and practice the life skills needed to retain employment as well as simply obtaining it.
- Service to clients has also been enhanced by providing assistance to clients in completing their training applications within the career planning workshop. This enhancement will allow for more completed packages in a more efficient manner and hence more training packages approved and hence better employment results once the participants complete their training and secure employment.
- Increased marketing efforts to EI eligible clients and new immigrants who want to secure employment has resulted in better employed stats and more opportunities to provide longer term services to clients such as training and wage subsidies.
- Self Serve Resource Room was reconfigured to allow for more presence of staff and practicum students.
- Leases were finalized for WESC to move to London Station. Renovations at the new site were commenced and WESC will be operational at the new site on June 1, 2017.
- Skills Link funding was received for 6 months. The program was up and running within 2 weeks. Two cohorts for Skills Link served 28 youth, achieving over 70% of workplace placements. The program was very successful and the funder was impressed with the services delivered and outcomes achieved. Staff involved in the project did an amazing job and they were commended for their extraordinary work.
- The NESP IS program will operate out of the space that was reserved for Skills Link.
- The Specialized Services Workgroup received an award for Options as the *Community Partner of the Year* from the Canadian Council on Rehabilitation and Work.
- The Ministry acknowledged that all of the service interventions either met or exceeded the levels achieved in the previous year and were satisfied with the levels provided.
- A WESC client was the recipient of the *Family Services Sponsor Creo Award*.
- WESC staff actively participated in Biz Hub Activities for client engagement and are also active participants in the Staff Engagement Sub Hub. The Biz Hub is an initiative taken up by the BC Centre for Employment Excellence.

"Went beyond expectations to make sure I was satisfied before leaving."

"Staff was very courteous and was trying everything to ensure she was helping me and yet she was honest, constructive as she advised me on way forward."

Number of Individuals Served in Various Languages

	Case Management (store front and satellites)	Self-Serve Resource Area (store front)	Workshops (store front)
» English	2,376	15,179	3,615
» Arabic	45	21	-
» Punjabi	7	-	-
» Spanish	1	-	-
» Somalian	-	-	-
» Chinese	8	-	-
» French	-	-	-
» Sign	1	-	-
» Other (Karen)	2	-	-

Early Years Services

Healthiest Babies Possible (HBP)

HBP is a pre/postnatal 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 with long term goals of reducing the incidence of low and high birth weight in premature babies and reducing incidences of prenatal substance use.

Outcomes

- Participants engage in positive nutrition practices for self and baby.
- Participants engage in positive health practices for self and baby.
- Participants engage in practices that support emotional wellbeing of self and baby.
- Participants engage in positive infant feeding practices.
- Participants engage in positive infant care practices.
- Participants connect with community and resources as needed for self and baby.

Service Highlights

- 98% of clients would recommend this program to family and/or friends.
- 90% of participants experience low income.
- 74% of women had a full term birth.
- 505 women received support.
- 1,663 participants attended groups.

Quality Improvements

- Submitted request to Fraser Health for a temporary Arabic speaking Pregnancy Support Worker (PSW). FHA granted 6-month funding for an Arabic PSW position.
- Recruited and orientated several volunteers to assist with language support.
- Supported 12 Community Nursing practicum placements.
- Completed an evaluation of existing organization, content and delivery of group topics.
- Piloted an enhanced group facilitation model to maximize education and information sharing with participants.
- Completed the evaluation of the substance use presentation and offered an improved presentation by Nurse Practitioner at Lunch Club. Staff has contributed to the facilitation of the new presentation.
- Completed literature review of evidence-based breastfeeding research to inform development of breastfeeding cafe.
- Students developed child development curriculum and Live 5210 curriculum.
- Partnered with Settlement Workers at First Steps to provide language and cultural support during individual sessions.
- Reviewed resource library; added and updated health-related resources.
- Hosted the Breastfeeding Friendly Initiative community event in June.
- Celebrated Breastfeeding Week with community outreach at Guildford Mall.
- Engaged in partnership with FHA and Langara BSN program to develop a breastfeeding support group.
- Collaborated with Immigrant Settlement Services to access interpretation services and bridge families with settlement needs.
- Connected with Fraser Region Aboriginal Friendship Centre Association's (FRAFCA) POP program to jointly support pre/postnatal women.
- Increased partnerships with attendance at Make Children First Committee, Early Years Integration Committee, BC Association of Pregnancy Outreach Programs (BCAPOPOP) webinar.
- Participated in the Stakeholder Engagement event hosted by Seeds of Change Surrey to explore Food Security in Guildford.

First Steps

First Steps provides a comprehensive range of integrated Early Childhood Development focused services, including:

- Early learning/literacy
- Outreach
- Screening
- Health
- Parenting
- Family support
- Community connections

First Steps is jointly managed by Diversecity Community Resources Society and OCS, with liaison support from Umoja Operation Compassion Society.

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 Early Childhood Development services and kindergarten.
- Build the capacity of the children's caregivers within the Canadian context.
- Enhance collaboration amongst settlement and Early Childhood Development services.
- Develop culturally competent services and practitioners within the Early Childhood Development sector.

Service Highlights

- 13 multi-week parenting programs held.
- 40 workshops.
- 167 families served.
- 5,863 snacks and meals provided.
- Primary language spoken is Arabic.

Quality Improvements

- An additional counsellor - Arabic speaking was added to our program staffing to support the increase in families arriving through the Canadian governments promise to sponsor 25,000 refugees.
- The City of Surrey continues to provide a support staff to First Steps program for 10-12 hours/week. This ensures that families are not only aware of the Leisure Access Program (LAP) but that they are enrolled and able to access affordable programming for their children. The City staff is able to help staff of the program and families become familiar and comfortable in navigating City services. This position has been extremely valuable in both helping the City understand the specific needs of the Refugee community as well as help engage the families in our program with the services offered in the community.
- First Steps partnered with School District 36 Surrey for the first time to deliver the Kindergarten Readiness program. This program was delivered both at First Steps and W. E. Kinvig Elementary School. Although at the beginning this was a shift from the previous years for our team, at the end of the program, it was a very positive experience for both the parents, staff and especially the children. This partnership with the school is an

"You are awesome! I love what you do and how you do it. Thank you for all of your support, it makes a difference in my life."

important step in working towards helping the families and staff within the schools to understand the unique set of needs and circumstances our families are facing as they settle in Surrey.

- New staffing hours have been added to support the additional drop-in programs. Increased ability to support families outside of the program has been a valuable tool in helping these families get connected to the First Steps program as well as the introduce the families to the greater community.

Child Care Resource and Referral Program (CCRR)

CCRR works with the community to strive for quality inclusive child care services that meet the needs of local families and promotes the healthy development of children. Caregivers can get assistance in finding quality child care for their children while child care providers can increase their ability to provide quality child care services. Services are provided in Surrey, White Rock and Delta.

Outcomes

- Increased number of registered LNR child care providers and/or support transition to licensed family child care.
- LNR and licensed child care providers have stronger service knowledge, administrative skills and increased professionalism.
- Increased community knowledge of the benefits and characteristics of quality child care.
- Child care providers and parents have increased access to resources and equipment that support safe environments and healthy child development.
- Child care providers have greater awareness of aboriginal and multicultural issues as they relate to children and families they serve, and child care.
- Parents have a greater knowledge of and access to support for selecting and monitoring their own child care arrangements and other community services.
- Increased opportunities for peer support and networking.
- Increased support for informal child care providers.

Quality Improvements

	2016-2017	2015-2016	2014-2015
1. Recruitment LNR Child Care Provider			
# of LNRs that became registered	10	18	22
# of Registered LNRs listed on the registry	42	75	72
# of Registered LNRs that became licensed	6	8	5
2. Child Care Referrals			
# of referrals provided to families	5,484	3,890	4,243
3. Community Referrals			
# of referrals provided to families/others	10,598	21,763	70,763
4. Support Visits			
# of home visits made to prospective or Registered LNR providers	167	128	169
# of support visits made to Licensed providers	129	12	7
5. Training			
# of training opportunities offered:			
• workshops	60	51	47
• courses	20	20	12
• conferences	1	1	1
# of participants:			
• workshops	1,266	1,062	1,059
• courses	300	237	246
• conferences	735	600	812
6. Community Development			
# of events/presentations/programs provided/attended/supported	1,635	1,443	1,251
7. Lending Library			
# of individuals borrowing resources	2,057	2,038	1,946
8. Subsidy			
# of families receiving assistance	3,261	2,171	2,184
# of child care providers/others receiving assistance	400	383	278
# of group Subsidy Information Sessions completed	45	57	8
# of participants attending the group Subsidy Information Sessions	470	589	155
9. NEYC Support			
# of emails received related to NEYC programs or services	1,403	N/A	N/A
# of walk-ins received related to NEYC programs or services	5,546	N/A	N/A
# of phone calls received related to NEYC programs or services	7,499	N/A	N/A

Please note N/A indicates that these statistics were not required at this time.

Growing Together Daycare (GTD)

GTD provides young mothers with high quality childcare and outreach support while supporting them to raise healthy children while finishing high school.

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.

Service Highlights

- Celebrated 30 years of service.
- 108 young moms and their children received support.
- Spring, summer and Christmas drop-in program.
- Graduation Dinner (*dresses, hair, makeup, accessories and transportation*).
- Breakfast for Moms.
- Emergency Food cupboard.
- Ages and Stages questionnaires performed every 90 days.
- Young Family Subsidized Housing program administration.
- 13 safe, affordable housing subsidies.
- Fraser Health Nurse visit 2x/week
- Dental Hygienist visit 2x/year.

Quality Improvements

- South Ridge School held a service week for students to volunteer. We have them help out in the kitchen, prepare crafts, fill our yearly calendars for each program and play with the children. These volunteers then go back to their school with stories and knowledge of the young families that they then sponsor at Christmas time with hampers.
- 29 christmas hampers to clients

Family Resource Programs (FRP)

FRPs are community-based programs, rich with resources, supporting families with children 0-6 years old. 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.

Outcomes

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

Service Highlights

- 100% of clients report that staff are responsive to their concerns.
- 98% of clients report that attending Family Resource Programs has had a positive influence on their parenting.
- 97% of clients report that the staff provide them with valuable information that helps them make better parenting decisions.
- 95% of clients report that staff have helped them learn how to get the resources they need for their children.

"Thank you for offering the many family resource programs to the community and I have always encouraged other parents to come check them out and build a better social connection for their children's learning environment and for themselves."

Program Visits

	Adults	Children
Clover Valley FRP	665	816
Guildford FRP	4,169	5,712
Newton FRP	2,082	2,766
Parent Education & Peer Support	1,428	1,811
Beaver Creek	211	252
Whalley FRP	1,480	1,747
Totals	10,035	13,104

Quality Improvements

- Moved the mobile FRP from the Kekinow Housing Complex to nearby Beaver Creek Elementary School, in the hopes of increasing the number of families that attend and connect with the Aboriginal families living there. This has been an overwhelming success with many families attending and often having to close the door due to high participation rates. This partnership with the School District has been very positive and they fully support our program being a part of their school.
- Explored and created opportunities for growth and enhanced service that supports the FRP mandate, making use of and improving community connections and collaborative relationships.
- Participated in many community events and “information fairs” which allows us to promote the FRP’s as well as other Options’ programs.
- Staff attended several “Ready, Set, Learn” events held by local elementary schools.

Fraser Health Crisis Line

The 24-hour Crisis Line 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.

The service delivery model is based on 90% provision by trained and professionally supervised volunteers and the remaining 10% delivered by staff.

All call-takers must successfully complete the volunteer training and demonstrate competency in communication, counselling, 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.

“This is the best thing I have found so far. I’m feeling better. I am glad you picked up the phone and that this type of service exists.”

Service Highlights

- 167 volunteers
- 26,649 volunteer hours
- 44,903 calls received
- 81% of callers indicate that their ability to cope has increased



Program Outputs

Output Indicators	Annual Targets	Annual Results
Contracted Service Hours*	8,760	8,758
Unanticipated Non Coverage Hours	0	2
Percentage of Contracted Service Hours	100%	99.98%
Delivered Service Hours**	17,520	29,026.8
▪ Volunteer Hours***	15,768	26,649
▪ Staff Service Hours***	1,752	2,377.8
Calls Received****	45,000	44,903
Volunteer Training Groups	6	6
In-Service Volunteer Training Activities	36	26
Community Professional Development Workshops	NA	1
Promotional Materials Distribution	NA	
▪ 1800SUICIDE Cards		455
▪ Crisis Line Pamphlets		2,675
▪ Crisis Line Cards		7,850
▪ Crisis Line Magnets		500
▪ Crisis Line Posters		2
▪ Recruitment Rack Cards		350
▪ Recruitment Bookmarks		1,300
		<i>Plus that distributed by Fraser Health</i>

* Target based on 1 line of service 24 hours a day

** Target based on equivalent of 2 lines of service 24 hours a day

*** Target based on ratio of 90% Volunteer/10% Staff

**** Target based on the RFP estimate for # of annual calls

Quality Improvements

- Revised the *iCarol* Service Record to align as best as is reasonable with Crisis Line Association of BC (CLABC) requirements and worked with the Provincial Health Services Authority (PHSA) to create the plan needed to align the rest of our data with that of CLABC.
- Implemented a new system for volunteers to attract the attention of on-site staff when they need assistance with an in-progress call.
- Implemented a new volunteer coaching tool which is receiving good feedback.
- Created a volunteer performance review tracking spreadsheet that greatly improved our ability to monitor/manage this task.
- Produced a hardcopy *Staff Quick Reference Guide* in order to better facilitate use by staff while completing tasks.
- Secured one-time funding from Fraser Health to transition our 2 temporary night time call-takers to permanent part time positions thereby increasing capacity and enhancing support for new volunteer call-takers.
- Used funds originally earmarked for casual hours to add a permanent .5 FTE position thereby enabling 2 support workers on shift most days.

- Increased social media presence i.e., MLAs & MPs following us on Twitter and adding volunteer recruitment postings to a number of sites which appears to be facilitating volunteer recruitment.
- Fraser Health has taken on responsibility for the production and distribution of Crisis Line promotional materials for all Fraser Health mental health centres and others thereby decreasing program costs.

Immigrant Services

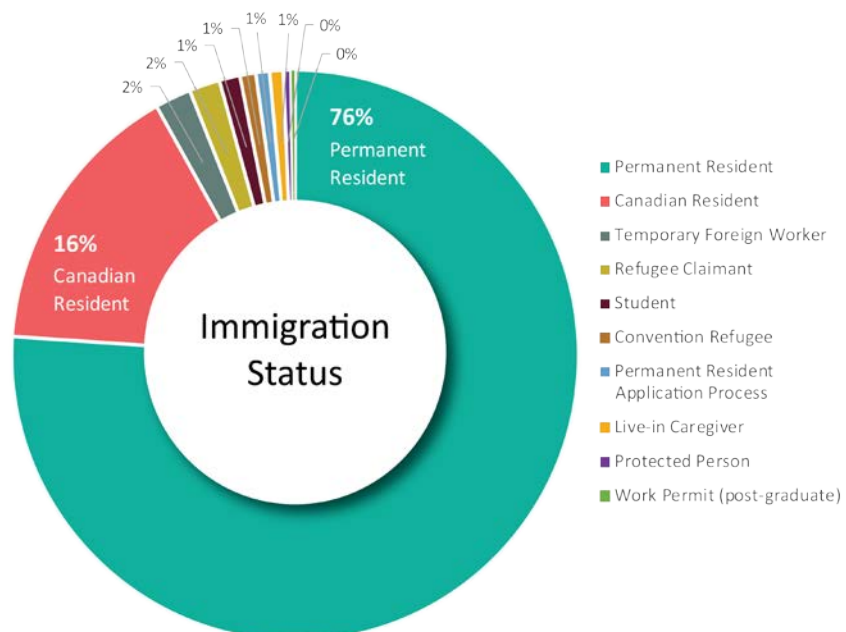
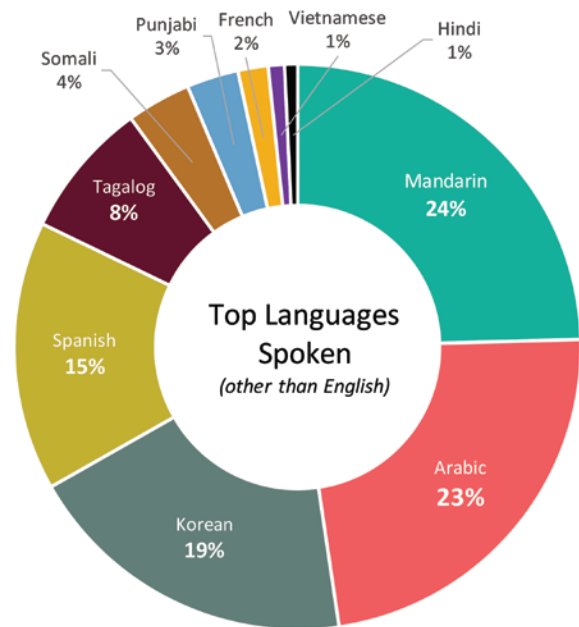
Immigrant Settlement Program (ISP)

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 largest shift in client demographics was a doubling in Arabic speaking clients due to the Syrian Refugee influx in the tail end of our previous contract year and the second wave in the last third of this contract year. Arabic was our second highest language of demand for settlement services, up from being fourth highest language last year.
- 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.
- Substantial increase in Temporary Foreign Workers, Refugee Claimants and International Students with work permit numbers due to a shift in BC funding priorities.



Quality Improvements

- Acquired funding from MSDSI to assist clients to transition from RAP to Income Assistance.
- Delivered Job Readiness Workshops for employment-obligated clients.
- Implemented an outreach strategy to provide accessible direct/group services in the evenings at their places of worship and places of group residence.
- Launched Workplace English Conversation classes.
- Launched a variety of volunteer-led literacy and “life-skills” based classes.
- To better meet the needs of immigrant and refugee girls and encourage engagement in physical activity, we launched of the *Girls Got Game* project with the City of Surrey.
- Started offering Arabic settlement services weekly at City Centre Library and bi-weekly at Strawberry Hill Library.
- Requested a weekly shift at Fleetwood Rec Centre where we currently don’t provide service.
- We continued to grow and diversify our Arabic programming, including Syrian specific conversation classes and community events.
- Offered four Arabic Women’s Support Group sessions catering to women with children, then continued to provide childminding to increase accessibility at regular sessions.
- Offered three Syrian Youth summer camps and three Options for Syrian Youth support groups.
- Recruited and trained volunteers/mentors to support resettlement activities.
- Provided community interpreter training.
- Promoted ISP services by organizing and/or participating in community events.
- Better utilized social media (i.e., Whatsapp, Facebook, LinkedIn) to reach more stakeholders and clients to keep them better informed of our services.
- Recruited and trained a high number of new volunteers to support skills-based activities incorporating sewing, cooking and singing into the learning process.
- Provided training opportunities for volunteers to enhance their knowledge and skill sets to better support the program and clients (i.e., social mentorship training).

Outputs - Services Delivered

DIRECT SERVICES

	Sessions	Actual Services	Unique Clients	Target Clients
Needs Assessment	-	2,963	2,734	1,970
Information & Orientation	-	8,944	3,984	N/A
Employment-Related	-	644	446	190
Referrals - Internal	-	4,178	-	N/A
Referrals - External	-	4,654	-	N/A

GROUP ACTIVITIES

	Sessions	Actual Services	Unique Clients	Target Sessions
Information & Orientation	250	3,003	1,046	201
Community Connections	366	3,656	550	331

Moving Ahead Program (MAP)

MAP delivers an integrated, holistic, wrap-around 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 toward achieving their goals.

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 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.

Service Highlights

- 96% of clients responded that they were satisfied with the services they received.
- 94% of clients responded that they were treated with courtesy and respect.
- 94% of clients responded that staff were professional, skilled and knowledgeable.
- 94% of clients responded that they would recommend MAP to a family member or a friend.
- 92% of clients responded that staff understood and were concerned about their needs.

"My Moving Ahead Program worker has been with me throughout my hard time in Canada. As a new immigrant I was facing a lot of challenges but [staff's] support made me adjust well here."

"I am thankful for her support, a genuine care and love. People like her make a huge impact in people's lives. I love [staff] a lot and she gives me a power and courage."

Clients were asked to rate the following questions on a scale of 1 to 5 (1-strongly disagree to 5-strongly agree).

Settlement Outcomes		1	2	3	4	5
1. I am aware of and have information about services such as needed for settlement such as housing information, employment counselling, tax and government information, etc.	After Participating in MAP		2	18	25	31
	Before Participating in MAP	51	23	2		
2. I have knowledge of life in Canada, Canadian laws, rights and responsibilities.	After Participating in MAP		5	26	19	26
	Before Participating in MAP	57	16	3		
3. I have social connections and feel less isolated.	After Participating in MAP			9	33	34
	Before Participating in MAP	49	24	3		
4. I have increased ability to communicate in English (i.e., understanding signs or instructions, performing my job or speaking with others in my community).	After Participating in MAP	1	16	24	19	16
	Before Participating in MAP	59	17			
5. I have knowledge related to the Canadian work environment.	After Participating in MAP	4	11	30	12	19
	Before Participating in MAP	64	11	1		

Quality Improvements

- Partnership with Surrey Christian School was created to welcome refugees in Surrey and to raise awareness of refugees and their needs. Students and school staff organized a “Community Welcoming Breakfast” and invited refugee families and MAP staff. There are many myths that lead to stereotypes and racism towards refugees. Through this welcoming event, we were able to promote an understanding of why people become refugees, how they came to Canada and to highlight issues and challenges refugees face.
- Group Facilitator collected feedback from Case Workers and their clients regularly to organize useful/appropriate group sessions (e.g., topics, contents, guest speakers, field trips, etc.).
- Group Facilitator modified group session materials, timing, and structure to address different literacy levels and learning styles of clients.
- Workshop guest speakers included representatives from:
 - BC Housing.
 - Tenant Resource & Advisory Centre (TRAC).
 - Surrey Schools Welcome Centre.
 - School District 36 Surrey.

Needs and challenges faced by both clients and workers were discussed and shared during these workshops.

Money Skills series of workshops were delivered to promote financial literacy and independence for clients.

Stopping the Violence Services

Transition Houses

The Transition Houses 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.

Services are guided by the following principles:

- a woman-centered 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;
- an open and collaborative service environment; and
- transparent and accountable service delivery.



Service Highlights

- 87% of clients feel more confident in accessing community resources and supports when they need them.
- 95% of clients report feeling supported and progressing to achieve the goals they set for themselves.

Evergreen

- 888 referrals (542 women/346 children); this represents a 10.7% increase from last year.
- 752 clients (470 women/282 children) were referred out; this represents a 9.6% increase from last year.
- average length of stay is 21.5 days.
- almost 25% of women stay for more than 30 days.

Virginia Sam

- 1,525 referrals (966 women/559 children); this represents a 11.4% increase from last year.
- 1,419 clients (913 women/512 children) were referred out; this represents a 14.1% increase from last year.
- average length of stay is 30.4 days.
- over 43% of women stay for more than 30 days.

Quality Improvements

- Both programs were approved for federal funding from BC Housing for repairs and renovations.
- Received donation of 16 new cribs (8 were given to another OCS program) and 16 new umbrella strollers from TJ Kiddies that were secured by The Investor's Group.

Threshold Multicultural Outreach

Threshold Multicultural Outreach 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.

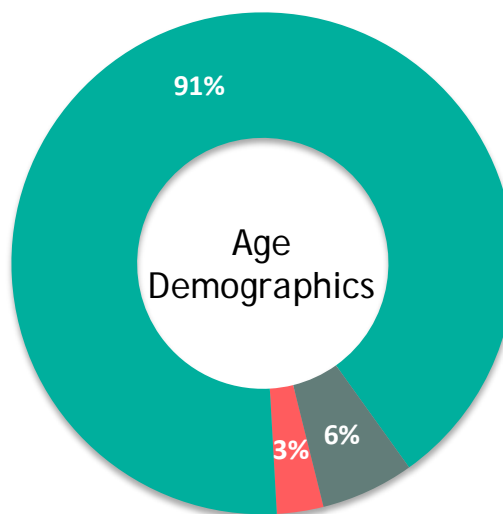
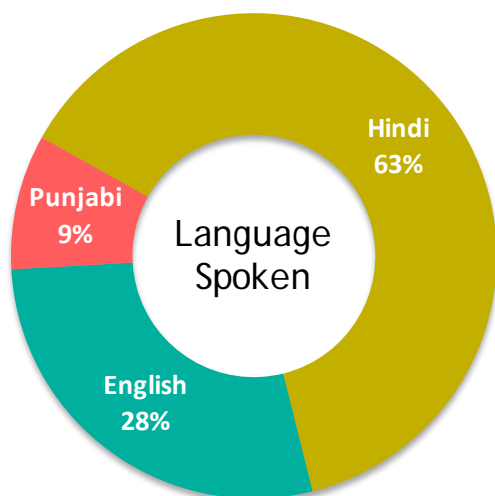
Outcomes

- To support women in setting and achieving goals.
- To increase knowledge about and confidence in accessing community and government resources.
- To support increased understanding about the effects of abuse.
- To support women in developing strategies to keep themselves and their children safe.

"I don't know what I would have done, if I didn't meet you."

Service Highlights

- 271 women were supported.
- 91% of clients identify as South Asian.
- 100% of women report that staff were sensitive in responding to their cultural beliefs and lifestyle needs/preferences.



■ Under 19 ■ 19-54 ■ 55+

Quality Improvements

- Networked with the RCMP Exploitation Unit as there have been several incidents of immigrant clients being exploited for the sex trade industry.
- Routinely educate clients about apps that are used for stalking and how to disable them for their safety.

- Networked with local beauty salons by providing them with program brochures. This would be a safe place for women to access this program.
- Due to increased cyber security fraud, staff routinely includes social media safety and prevention of internet fraud as part of their overall safety plan.
- Provided three workshops to 90 youth at two local high schools on Healthy Relationships and Dating Violence.

Children and Youth for Domestic Peace (CYDP)

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

Outcomes

- 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.
- Where resources permit, provide consultation to women with dependent children whose children are unable to attend or receive the services as typically provided, where resources permits and at the contractor's discretion.

Service Highlights

- 83% of clients report their child's feelings of self-worth and confidence have improved.
- 70% of the scheduled counselling sessions were attended.
- 411 individual sessions attended by children and youth; a 55% increase from the previous year.
- 113 support/counselling sessions for mothers attended; a 253% increase from the previous year.

Quality Improvements

- Successfully attained sponsors (private donors) for Christmas hampers for 10 children and 3 moms.
- Safety plans are now a collaborative effort including both children and parents.
- By offering more individual vs. group sessions for children, there was a significant increase in the number of goals achieved.

- The *Parent Introduction Manual* was updated to include a table of contents, equality wheel, nurturing wheel, information on safe and supportive parenting and family separation and change.
- There have been ongoing modifications to the intake process in an attempt to expedite the process, screen out inappropriate referrals and to reduce our waitlist. The waitlist remains relatively low, but the inappropriate referrals are high. We are starting to implement a screening step prior to scheduling intake meetings with the guardians.
- We are working towards modifying our referral and intake process to decrease the amount of time spent on processing inappropriate referrals.
- Communication protocol was created to assist client in establishing boundaries and emotional safety.

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 for 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

- 241 unique members.
- 53 members participated in the Competitive Employment Program.
- 44 members participate in the Supported Work Program.
- 20 members are a part of the Therapeutic Volunteer Program.
- 100% of members would recommend this program to family and/or friends.

Quality Improvements

- Based on several of our members feeling very uncomfortable when questioned by other members about their gender or sexuality, we initiated a step to help people better under the LGBTQ community/ies.

- During Mental Health Week in May, we had a guest speaker from Qmunity come in and do a 1-hour interactive workshop for members and staff.

On June 21, we celebrated National Aboriginal Day with an Aboriginal guest speaker facilitating an engaging and inspiring presentation.

A positive relationship is being built with the Surrey Forensics Clinic, part of BCSMHSU.

In November, our clubhouse was notified by the Arts Council of Surrey that our application to host an art exhibit and sale at the Newton Cultural Center was approved by their Board.

During the entire month of May, 2017, six of our member artists will represent Surrey Clubhouse, as part of Options Community Services, to display their pieces for sale.

On October 21, The Roost Clubhouse site held an engaging and informational open house to celebrate 20 years of service as a Clubhouse and to showcase our recent renovations.

The Supported Work program saw an increase in work contracts for snow removal at many of OCS program sites, due to the amount of snowfall this winter. This provided the work crew with more opportunities to increase skills and earn income.

The Fraser Health semi-annual contract review was attended by our Assistant Program Manager and one staff in December. All outcome targets have continued to meet or exceed the 80% expectations. Our Employment program targets are exceeding expectations with 82% outcomes.

On February 1, we received the renewal of a \$20,000 contract with the Surrey Business Improvement Association. Due to an increase in funding, the Clean Streets Program is now offered to our clients as a year-round service.

As part of our Competitive Employment program, we saw 3 young adult clients complete a Youth Skills program at the Options' Whalley WorkBC Employment Centre office, where all 3 clients also gained full-time jobs as a result.

Client Demographics

Age Range	#	Gender	#
0-18	2	Male	141
19-29	32	Female	98
30-44	74	Transgender	2
45-54	68	Total	241
56-64	47		
65+	18		

Whale House

This Clubhouse supports members in their leisure, recreational and social pursuits as well as activities that focus on individual personal life skills essential to daily living. Educational and pre-employment skill-building opportunities are also provided.

Service Highlights

- 100% of members feel the program is welcoming and respectful.
- 85% of members report achieving their wellness goals.
- 185 active members.
- 36 members are involved in volunteer work.
- 22 members in competitive paid employment.

Quality Improvements

- Incorporating more programs in the evening including young adult outings, seminars hosted during the day, instructors from the community volunteering to facilitate workshops such as aromatherapy, stress management and laughter yoga.
- Reaching out to different cultural communities by visiting Buddhist Temples, Sikh Temples and Aboriginal events. In-house cultural information groups including Persian and Sri Lankan, Punjabi and Lebanese nights.
- Pharmacy professionals hosted in service to teach members about proper usage and dosages with medication.
- Whale House has partnered with the Fraser Health Rec Therapist to provide opportunities for young adults to experience recreation-based activities such as snowshoeing, Christmas maze light tour, and ice skating. Monthly events are scheduled.

Supported Community Living and Housing Programs

Supported Community Living 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).

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.

Service Highlights

- 100% of members report that staff are professional, skilled and knowledgeable.
- 100% of members report being treated with courtesy and respect.
- 100% of members report that their health and wellness have either stabilized or improved.
- 167 unique individuals supported by these programs.

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.

Service Highlights

- Experienced a significant subsidy increase; now up to \$450/month.
- Range of available subsidies has increased to 106-112, allowing us to make this valuable program available for up to 12 more people.

Community Living Support Program

An Outreach program that provides 1:1 life skills support in the community. Capacity for the program is 20 clients.

Congregate Housing Program

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

A fourplex in central Surrey that houses 8 mental health clients. We provide 1:1 and group support services to these 8 clients.

Sutton Apartments

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

Service Highlights

Clients rated the following survey questions describing their experience with the Supported Living program *(on a scale from strongly agree/agree and neutral)*:

	SIL	CLS	Congregate	Bridging	Sutton	Sandell
1. I am treated with courtesy and respect in this program	100%	100%	100%	100%	100%	100%
2. The staff are professional, skilled and knowledgeable	100%	100%	100%	100%	100%	100%
3. I would recommend friends or family to this program/service	92%	100%	100%	100%	100%	100%
4. Overall, I am satisfied with the services I received	97%	100%	100%	100%	100%	100%

Quality Improvements

- Capacity for our Supported Independent Living Program increased to a range of 100-109 subsidies.
- We added another 2 Sutton Apartment units and in December we were successful in our Assisted Living registration, turning Nichol House into an Assisted Living resource.

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.

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 Psychosocial Rehabilitation (PSR).

Outcomes

	STRONGLY AGREE		AGREE		NEUTRAL		DISAGREE		STRONGLY DISAGREE	
	%	n	%	n	%	n	%	n	%	n
1. My Housing situation has improved	63%	12	11%	2	26%	5	0	0	0	0
2. My skills to live independently have improved	37%	7	37%	7	26%	5	0	0	0	0
3. My overall health and wellness has stabilized and/or improved	37%	7	47%	9	16%	3	0	0	0	0
4. I feel more connected to the resources in my community	32%	6	47%	9	21%	4	0	0	0	0
5. I have more social contact	32%	6	32%	6	37%	7	0	0	0	0

Service Highlights

- 289 group hours.
- 1,534 contacts.
- 2,554 one-on-one service hours.

	STRONGLY AGREE		AGREE		NEUTRAL		DISAGREE		STRONGLY DISAGREE	
	%	n	%	n	%	n	%	n	%	n
1. I feel welcomed and respected by the staff in this program	61%	11	28%	5	11%	2	0%	0	0%	0
2. Program staff are professional and knowledgeable	50%	9	44%	8	5%	1	0%	0	0%	0
3. The staff is respectful of my privacy and confidentiality	67%	12	28%	5	5%	1	0%	0	0%	0
4. I am aware of my rights and responsibilities as a client of this program	33%	6	50%	9	28%	5	5%	1	0%	0
5. I help plan my services and set the goals that I want to work on	44%	8	33%	6	22%	4	0%	0	0%	0
6. I feel comfortable asking staff questions	28%	5	62%	11	11%	2	0%	0	0%	0
7. I would recommend this program to family and friends	39%	7	50%	9	11%	2	0%	0	0%	0
8. Overall I am satisfied with the services that I receive	44%	8	50%	9	5%	1	0%	0	0%	0

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

Outcomes

- Meet the immediate shelter, nutrition and hygiene needs of the homeless population.
- Increased number of clients connected with stable accommodation.
- Clients develop case plans and personal goals for housing, employment/income, health and well-being.
- Increased number of clients who are referred to support services.

Service Highlights

- Shelters are at 108% occupancy for the year.
- 405 individuals used the shelter.
- 100% of clients developed a case plan.
- 29% of shelter occupants were women.
- 4,432 individuals turned away due to being already full.

Quality Improvements

- Hyland House Newton has opened 10 temporary emergency beds (set up in the basement of Hyland House) for tent city clients. These clients are receiving full services, including case management.
- Partnered with Unified 4 Change to have volunteers come in throughout the summer and present workshops to clients and spend time connecting with them.
- Acute Care to Shelter Bed Transition Project continues at Hyland House Newton; we had 16 clients participate in this program this year.
- Facility Overdose Response Box (FORB) program: We have been registered with Fraser Health's FORB program. They supply us with Naloxone and related emergency supplies. We have trained staff (and one Assistant Manager attended a train-the-trainer workshop) so that we can respond appropriately to overdose situations in the shelter. We will have regular agency-wide naloxone training and ensure all new hires are trained to use naloxone.
- Vulnerability Assessment Tool (VAT): Staff are beginning to do the VAT with our clients. It is being used for securing housing in Transitional Housing and Ted Kuhn.

- Construction of New Site: The new build is coming along well; the walls are beginning to go up. We are hosting a meeting with everyone involved in the build at Hyland House Cloverdale bi-weekly. The building is expected to be complete by October 2017.
- Homeless Count: Staff participated in the 2017 Homeless Count on March 8th, both in the shelter and at the EWR.

Transitional Housing Program (THP)

Transitional Housing 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.

Service Highlights

- 7 clients moved on to permanent housing

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 (i.e., 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.

Outcomes

- Increased number of clients who are referred to support services.
- Increased number of clients connected with stable accommodations.
- Increased number of clients who have case plans developed.

Housing First Partnering Strategy (HPS)

HPS is a collaborative between 4 local agencies: Lookout Society, Elizabeth Fry Society, Sources and Options Community Services. 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.

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.

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

Combined service highlights of HPS, HOP and HPS:

- 100% of clients offered referrals for service.
- 206 people housed.
- over 85% of clients who could be reached after 6 months remained housed.
- 92% of clients are offered a case plan; 99% of those clients initiate one.
- 2,140 clients served.
- 39% of clients are women.
- 80% of clients are referred to complimentary support services.
- 228 unique individuals provided with ongoing monthly rent supplements.

Quality Improvements - All Outreach

- Extended Outreach hours to 7pm, 5 days a week.
- All Outreach are Narcan trained and carry harm reduction supplies with them to all client and community engagements.
- Outreach extended their presence in Whalley. In addition to SUMS, workers are on 135A Mon. to Fri. all shift and have increased community partnerships in the surrounding area.
- Combined outreach/housing teams. This has created greater flexibility as workers are not confined to specific roles or areas. Outreach and housing are now able to complement each other and their schedules.
- Outreach workers have taken on more case management roles with clients. Workers are creating better relationships and seeing clients through the whole process of homelessness to housed to ensure stable housing.

Youth and School-based Services

Youth Services

Youth Services provides several distinctive programs to help youth in various areas. Some require a referral from the Ministry of Children and Family Development, while others allow youth to self-refer to the program.

Youth Transitioning Program

In this one-to-one service, youth learn to set goals, develop skills and maintain independence.

Intensive Support and Supervision Program

For youth in conflict with the law and have bail or supervised court orders, this intensive one-to-one program provides support to help youth learn strategies on how to choose a lifestyle alternative to crime. Curfew monitoring is also provided.

Subsidized Youth Independent Housing (SYIH) Program

For youth who are homeless or seriously at risk of becoming homeless, the SYIH program can help youth secure and sustain housing. This supportive subsidized housing program provides youth with housing support and assistance to pursue vocational and/or educational goals.

Service Highlights

- 251 youth served

	Service Units Contracted	Actual Service units	Staffing	Total #Clients Served	
				2016-2017	2015-2017
» Curfew Monitoring (CMP)	2,452	2,714.06	2	100	101
» ISSP (1:1)	3,633	3,851.44	3	45	56
» Total YJ Services Unit Hours	6,085	6,565.5	5	145	157
» Youth Transitioning	4,868	4,861.68	4	106	95
» Total YS Services Unit Hours	10,953	11,427.18	9	-	-
» Value Added CMP Hours	-	1,000.00			
Total Participants	250	-		251	252

Youth Services MCFD Contracted Services Fiscal April 1, 2016 - March 31, 2017

	Recipients Served	% Male	% Female	Transgender	Other	# Of Aboriginal Participants
Curfew Monitoring Program (CMP)						
Providing evening and weekend supervision in the community for youth who are in conflict with the law.	100	81%	19%	0	0	31
Intensive Support and Supervision (ISSP)						
A program that provides 1:1 pro social support to young people ages 13-18 years old who are in conflict with the law.	45	67%	33%	0	0	13
Youth Transitioning Program (YTP)						
Assisting and preparing youth 16-19 years old as they enter into adulthood.	106	32%	66%	2%	0	19

Generation Why? (Gen Why?)

Gen Why? is an Options' youth television series funded by BC Gaming and Shaw TV which airs on Shaw Cable. The series produces high level, relevant, youth-led television programming. New to the program this year is a Youth Tech and Editor position where 4 youth were trained and assisted in the editing of segments.

The website was designed by a Grade 9 student, features episodes in syndicate and is regularly monitored.

Some of the topics covered were:

- Mental Health Stigma Free Zone
- Young Movie Makers
- Yoga for Teens
- Mindfulness at YMCA
- Success in Transitioning
- SHARP: City of Surrey Salmon Habitat

OCS Computer Program

OCS partnered with BC Technology for School to offer SYRC youth computers for \$100.00 for the purpose of assisting young people with their educational goals. These refurbished computers come with a 6-month warranty and with software. Fifteen youth received laptops and some with requested printers.

Quality Improvements

- The program was able to receive 1,000 hours of extra value-added programming to increase the number of face-to-face support to youth in the Curfew Monitoring Program.
- Youth Services offered life skills workshops to youth between the ages of 16-18 to aid in their success of being better prepared for their transition into independence. Although the program was creative in funding this curriculum, there is a need for securing permanent funding for this needed resource.
- The program offered Aboriginal Cultural programming on Sundays where youth had the opportunity to participate in Sweat Ceremonies.
- In July and August, Youth Services offered the Surrey Summer Boot Camp, 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. Last year there were 10 youth who regularly attended the weekly program.
- This year Tap House partnered with OCS and PCRS to host a well-attended fundraising event on November 10, 2016. There was over \$4,000 raised to pay for a venue, catering, and gifts for the Annual Youth Christmas Dinner (100% of proceeds went to this youth event). The Annual Youth Christmas Dinner provided an evening of entertainment, great food and gifts to approximately 75 young people; some who attended with their children. This year marks 14 years of Options hosting a Christmas Dinner for youth.
- Options received Agreement with Young Adult (AYA) Delegation. We are now registered with MCFD as a program that supports youth who are over 19 years old that have entered into an Adult Youth Agreement.

Services To Access Resources and Recreation (STARR)

STARR is a school-based prevention program for children living in the catchment area of KB Woodward Elementary School, Holly Elementary School and Katzie Elementary School.

STARR creates in-school leadership activities to help increase positive school connectedness and awareness of a child's potential, personal strengths and overall school experience.

Using recreation as a vehicle, STARR offers fun after school programs designed to increase social and emotional development, physical well-being, teach skills such as babysitting and cooking, while connecting with STARR staff.

Outcomes

- Promote and increase positive social skills/competencies.
- Develop leadership skills.
- Improve relationships with adults and peers.

Service Highlights

- 80% report making more friends since being in the program.
- 36% report getting along better with their classmates.
- 29% report an increased ability to use their words to solve problems when they become angry or upset.
- 96% report increased enjoyment of leadership activities.

A STARR example ...

"The principal of an elementary school approached STARR workers and conveyed his concern for a group of 10-15 male students in grades 4-6, who were consistently displaying behavioural problems.

The students were seen visiting the principal's office almost every recess and lunch hour for aggressive and inappropriate behaviour during games.

Despite constant in-school suspensions and detentions, the students continued their behaviour both during school and at times even after school. It was at this time that STARR was asked to provide assistance and attempt to connect with the students in a positive manner.

Two STARR workers began approaching the students during recess and lunch to build a relationship, gain trust and connect with the students. Within a week, school staff were already seeing behavioural improvements.

The goal for STARR was to coordinate and run games for the group of boys which allowed them to enjoy their recess and lunch breaks while learning about positive behaviours.

It was difficult in the beginning to excite the students about organized games. However, what started off with an attendance of 1-2 boys, ended with a full attendance of 15. The boys built relationships and connected with the STARR staff at a level that helped them understand their needs and further, provide assistance accordingly.

More often than not, the boys were dealing with something emotionally and sometimes physically which could have impacted their decisions leading them into the principal's office.

It was heart-warming having the opportunity to work with these young boys who meant no harm and instead just had the wrong coping methods with what they were dealing with. Having the boys start off extremely apprehensive but later seek us out was a great feeling. The boys were able to finish the year off strong and were seen being disciplined much less by school staff."

- 14% report an increase in the adults in their lives that they can trust and go to for help when needed.
- 5,744 contacts were made with students.

Quality Improvements

- We added 20 new spots for the upcoming summer camps.
- Developed a new staffing model, splitting a full-time position into 2 part time positions. This gives us a better staff/client ratio for our groups ensuring better safety for our youth.
- Included more life skills development such as cooking for our older groups. We are finding that more of our older youth are having to assume “caregiver” roles within their households and need to develop life skills.
- Developed a healthy lunch program at our two inner city schools where we are seeing children come to school hungry and with poor or no lunches.
- Developed a pick-up and drop-off process for children who live too far away to walk and whose parents are not able to transport them.
- Added a winter camp this year for students who usually missed the camp experience.
- Developed a mentoring component where we had graduate students come back and provide advice, information and support to students who were moving to high school the next year.

Options for Schools (OFS)

OFS is a school-based program targeting vulnerable students ages 14-18 who are connected to School District 36 Surrey sites.

There is one Options’ staff assigned to Lee School – a program that supports young people that may require support with emotional and mental health support; and one staff that supports the TREK program, a program that supports young people that may have difficulty with behavioural issues.

Outcomes

- Create an encouraging, motivating and experiential environment for the students.
- Provide opportunities for the students to participate in outdoor and athletic pursuits.
- Encourage and develop strong positive attachments with students.
- Assist and support students in the achievement of their personal social and emotional goals.

Service Highlights

- Provided a total of 240 outing opportunities for students.
- 61 students received support.

Quality Improvements

At the end of the last school year a new model was developed for both Lee School and TREK. The objective of the new model is to create an encouraging, motivating, and experiential learning environment, complimented by outdoor and athletic pursuits, in which students can form strong positive attachments to staff members and pursue their academic, personal, and social and emotional goals.

The addition of the new van and new direction for our itinerant worker has allowed us to be much more supportive to school staff and the students in reaching these objectives.

Achievements of Note 2016-2017

OCS Awarded 2016 Not-for-Profit of the Year

Options proudly accepted the *2016 Not-for-Profit of the Year* award from The Surrey Board of Trade.

This great honour and achievement reflects the commitment and dedication of all Options staff!



Surrey Outreach Team

Options is proud to be an active member of the Surrey Outreach Team, dedicated to serving the especially vulnerable clients on 135A Street (aka "*The Strip*").

This is an integrated team made up of RCMP, City of Surrey's By-law Enforcement Officers and other non-profit organizations whose focus is to provide support and housing to those in need on 135A Street. This approach includes daily debriefings and coordinated service delivery.

Extreme Weather Response

Extreme Weather Response (EWR) is a provincially-funded, temporary shelter program which activates during the winter months and during extremely inclement weather.

This past winter season was especially cold and snowy for us all. This was felt even more so by our community's homeless population. In partnership with two local church groups, Options delivered a record number of nights of shelter to the homeless.

We also partnered with Pacific Community Resources Society to host a youth EWR site in Guildford. This site targeted youth under the age of 24 and was the only one of its kind in Surrey.

ISP Syrian Refugees

In response to the high number of Syrian refugee clients, we continued to grow and diversify our Arabic programming, including:

- Community events
- One-on-one tutoring sessions
- Social mentorship
- Support groups
- Syrian-specific literacy classes



Unfortunately, as a result of consistently low enrollment due to location, accessibility and lack of continuum of care, Bridgeview Child Care Centre closed on December 31, 2016.

We have been acknowledged as the busiest crisis line in the province; receiving a record number of calls this year and being incredibly grateful for our record number of wonderful volunteers who ensure that someone is always there to answer the call.

We received notification in February 2017 of \$109,000 in funding for Virginia Sam and \$155,000 funding for Evergreen renovations and repairs.

This money will be used to create a safer and more welcoming environment for the women and children who come to our homes.

Whalley Employment Services Centre (WESC)

WESC received the *Community Partner of the Year* award from the Canadian Council on Rehabilitation and Work.

The award was received by Options' Whalley WorkBC staff who helped in the marketing and placement of clients with multiple barriers, including those with physical and mental limitations.

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, 2017. 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 \$1.9 million to \$27.8 million. This represents an increase of approximately 8% from the previous year. Total expenses before internal allocations increased year over year by approximately \$1.9 million to \$27.1 million. The result is an excess of revenues over expenditures in the amount of \$0.7 million, a decrease of \$0.6 million year over year. This decrease can be attributed entirely to a non-recurring gain on the sale of Congregate House III that was realized in the previous year. Total assets increased year over year by approximately \$0.8 million to \$20.1 million, while total liabilities remained consistent with the previous year at \$8.5 million. As a result, OCS had net assets in the amount of \$11.6 million at March 31, 2017, an increase of approximately \$0.7 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. The Board and Executive Team have continued to move forward in planning for the development of the property on King George Boulevard. Plans for a new facility there are intended to provide an integrated hub of services to youth, enhanced service space for new comers and for a number of other community services.

I am confident that the development of this property will further solidify the footprint of OCS in the community. In addition, OCS is now managing and operating the Ted Kuhn Towers, which were acquired this year by its sister society, Habitat Housing Society. 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

Statement of Financial Position

OPTIONS COMMUNITY SERVICES SOCIETY

Statement of Financial Position

Unaudited

March 31, 2017, with comparative information for 2016

	Operating Fund	Capital Asset Fund	2017 Total	2016 Total
ASSETS				
Current assets:				
Cash and cash equivalents	\$ 3,047,843	\$ 195,090	\$ 3,242,933	\$ 2,276,451
Investments at fair value	471,136	-	471,136	416,725
Accounts receivable	1,677,414	58,394	1,735,808	2,205,793
Due from Habitat Housing Society	107,988	-	107,988	41,083
Prepaid expenses and deposits	312,397	-	312,397	271,277
Supplies	12,805	-	12,805	10,823
	5,629,583	253,484	5,883,067	5,222,152
Restricted cash and investments at fair value	2,038,023	1,859,197	3,897,220	3,935,070
Capital assets	-	10,346,541	10,346,541	10,186,936
	\$ 7,667,606	\$ 12,459,222	\$ 20,126,828	\$ 19,344,158
LIABILITIES AND NET ASSETS				
Current liabilities:				
Accounts payable and accrued liabilities	\$ 1,717,017	\$ 311,003	\$ 2,028,020	\$ 1,418,656
Compensation, vacation and overtime payable	1,966,969	-	1,966,969	1,789,525
Deferred contributions	1,378,773	-	1,378,773	1,507,754
Mortgages payable, current portion	-	40,277	40,277	110,623
	5,062,759	351,280	5,414,039	4,826,558
Deferred contributions - replacement reserves	277,501	-	277,501	270,626
Deferred capital contributions	-	1,923,298	1,923,298	2,015,096
Mortgages payable	-	906,734	906,734	1,352,052
	5,340,260	3,181,312	8,521,572	8,464,332
Net assets:				
Invested in capital assets	-	7,551,777	7,551,777	6,784,710
Internally restricted	1,624,169	1,715,363	3,339,532	3,379,062
Unrestricted	703,177	10,770	713,947	716,054
	2,327,346	9,277,910	11,605,256	10,879,826
	\$ 7,667,606	\$ 12,459,222	\$ 20,126,828	\$ 19,344,158

Statement of Operations

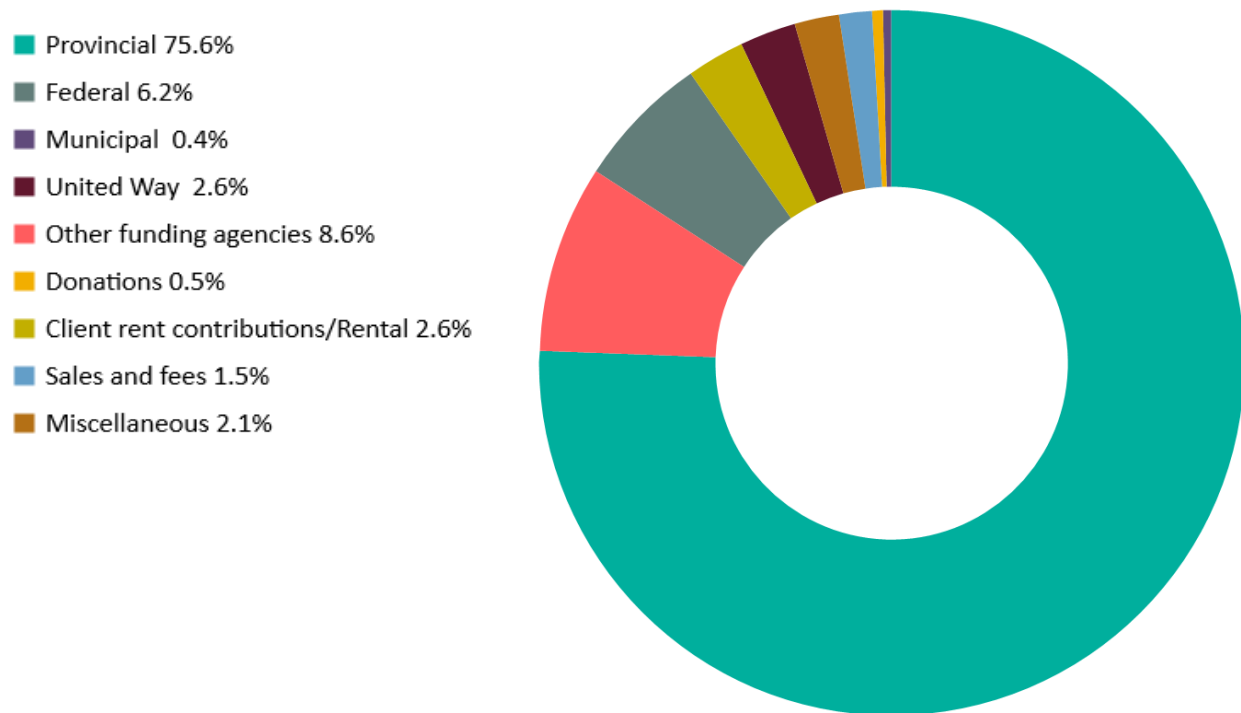
OPTIONS COMMUNITY SERVICES SOCIETY

Statement of Operations
Unaudited

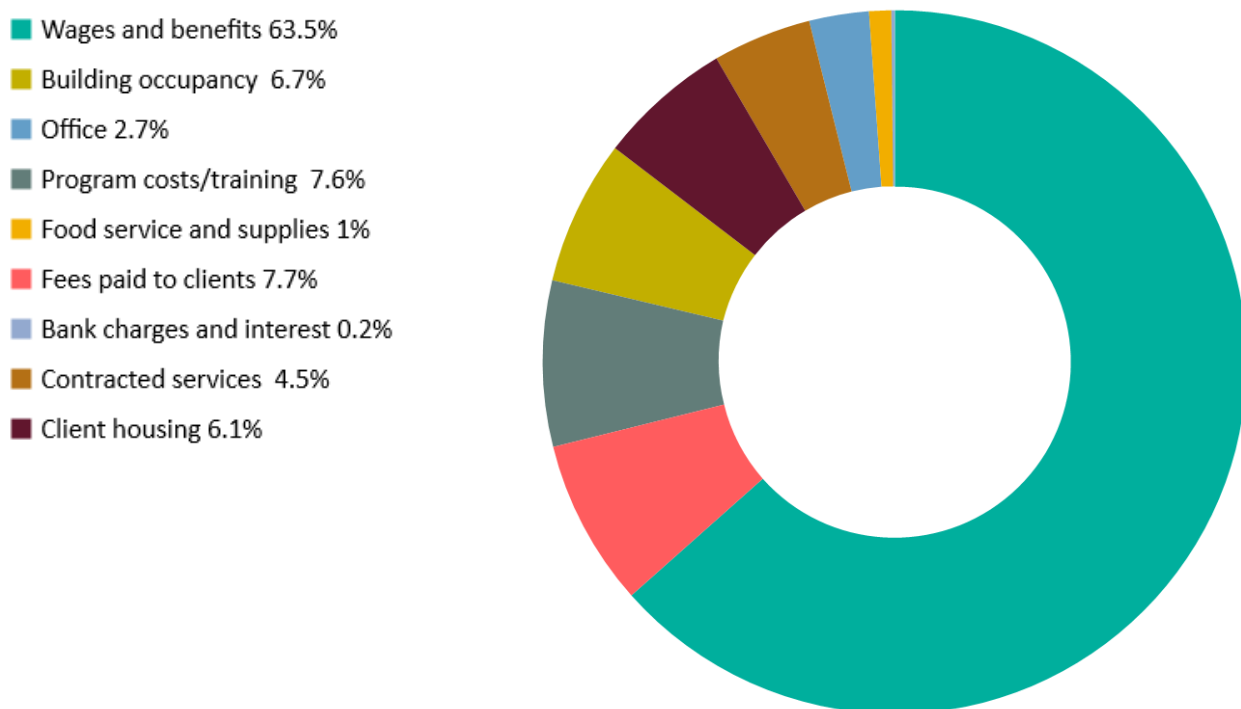
Year ended March 31, 2017, with comparative information for 2016

	Operating Fund	Capital Asset Fund	2017 Total	2016 Total
Revenue:				
Ministry of Children and Family Development	\$ 5,453,471	\$ -	\$ 5,453,471	\$ 5,472,899
BC Housing Management Commission	4,487,014	-	4,487,014	4,080,241
Fraser Health Authority	3,869,530	-	3,869,530	3,759,163
Ministry of Social Development	6,212,770	-	6,212,770	5,618,062
Ministry of Jobs, Tourism and Skills Training and Responsible for Labour	202,707	-	202,707	123,351
Ministry of Community, Sport and Cultural Development and Responsible for TransLink - Gaming	246,278	-	246,278	223,700
Ministry of Public Safety and Solicitor General	248,006	-	248,006	241,953
Federal government	1,718,726	-	1,718,726	1,554,514
Municipal government	107,220	7,780	115,000	61,000
School District No. 36 (Surrey)	311,989	-	311,989	210,842
United Way of the Lower Mainland	711,962	1,194	713,156	598,528
Client Rent Contributions/Rental	736,650	714	737,364	812,951
Other funding agencies	2,396,116	-	2,396,116	2,247,324
Sales and fees	419,018	-	419,018	453,647
Interest	247,787	-	247,787	61,922
Donations	134,855	-	134,855	113,736
Miscellaneous	170,479	-	170,479	114,023
Amortization of deferred capital contributions	-	91,798	91,798	91,798
Administration cost recovery from related party	60,128	-	60,128	39,254
	27,734,706	101,486	27,836,192	25,878,908
Internal allocations:				
Administration recovery	2,249,824	-	2,249,824	2,060,133
Occupancy and miscellaneous	1,029,352	1,053,410	2,082,762	1,619,001
	31,013,882	1,154,896	32,168,778	29,558,042
Expenses:				
Wages and benefits	17,203,838	-	17,203,838	16,357,156
Fees paid to clients	2,076,379	-	2,076,379	1,497,482
Client housing	1,663,680	-	1,663,680	1,644,149
Program expenses and miscellaneous	1,269,775	5,543	1,275,318	1,014,756
Contracted services - direct service related	1,159,429	-	1,159,429	1,163,907
Building occupancy	797,151	12,061	809,212	734,145
Office	740,913	-	740,913	700,265
Amortization	-	471,726	471,726	547,169
Mileage and automobile	380,717	-	380,717	371,587
Repairs and maintenance	295,399	15,421	310,820	377,769
Food service and supplies	269,547	-	269,547	242,310
Bill Reid Shelter contribution and donations in-kind	28,720	200,000	228,720	41,963
Utilities	219,316	-	219,316	198,645
Advertising and staff development	185,059	-	185,059	160,766
Professional fees	69,065	-	69,065	89,094
Bank charges and interest	38,917	8,656	47,573	73,144
	26,397,905	713,407	27,111,312	25,214,307
Internal allocations:				
Allocation of administration	2,249,824	-	2,249,824	2,060,133
Occupancy and miscellaneous	1,637,526	445,236	2,082,762	1,619,001
	30,285,255	1,158,643	31,443,898	28,893,441
Excess (deficiency) of revenue over expenses before undernoted	728,627	(3,747)	724,880	664,601
Gain on sale of capital assets	550	-	550	679,336
Excess (deficiency) of revenue over expenses	\$ 729,177	\$ (3,747)	\$ 725,430	\$ 1,343,937

Revenue for the Year Ending March 2017



Expenses for the Year Ending March 2017



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

"TO PLANT A GARDEN IS TO
believe in tomorrow"



building community

Inspiring hope

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