

ENCOMPASS SUPPORT SERVICES SOCIETY

2018 ANNUAL REPORT



Moving Forward...
Together



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VISION

EMPOWERING INDIVIDUALS

CONNECTING PEOPLE

ENRICHING LIVES

MISSION

As a neighbourhood-based organization, our purpose is to strengthen the health and vitality of community by:

- Identifying and responding to community needs,
- Collaborating to enhance the lives of those we serve,
- Cultivating effective, sustainable partnerships.

Our Story

Encompass Support Services Society (ESSS) is an accredited, non-profit, charitable, community services agency that has operated throughout the communities of Langley for over twenty years. We deliver a wide range of innovative, enriching programs and support services to children, youth, and families facing significant life challenges.

At ESSS, our goal is to identify and address the dynamic needs of our community. We strive to represent and serve all individuals through a comprehensive network of support services, educational programs, and strategic partnerships. While we cater to all individuals seeking support and learning opportunities, our primary focus is on young families, children, and youth. Our life-changing programs and services include: family mediation and reunification, youth homelessness prevention, short-term youth housing, sexual abuse counselling, after-school care programs, pre- and post-natal support and training, parent-child drop-in groups, and parenting support groups. Our program focus ranges from preventative - providing early supports to facilitate positive choices - to intensive - providing specific intervention services for those experiencing complex challenges in their lives.



We pride ourselves on being a passionate group of community-minded individuals, united in our vision to support and enrich the lives of those in our community. Teams of dedicated, diverse staff are out in the community every day, building relationships, facilitating programs, and changing lives. Our programs are well subscribed and supported within the community. Annually, we provide services to over 4000 individuals and families. We would not be able to deliver our programs effectively without the collaboration and partnerships with our community organizations.

Encompass has over forty employees and countless volunteers who strive to make a difference in the lives of the people we serve...every day!

Message from the Co-Executive Directors



Encompass' overarching vision of "*Empowering Individuals, Connecting People and Enriching Lives*" forms the framework of how we approach all of what we do – from serving participants, supporting our staff, collaborating with our community partners, and, of course, developing programs that allow us to respond and quickly answer the needs of our community. We are proud to work for an organization that thrives off the diverse skills of our dynamic staff, our grassroots approach and strong community partnerships; and is driven by what's best for the community. All of this allows Encompass to have a significant and positive impact.

This past year has been a year of opportunity, exploration and successes that required a willingness to change, transform and grow while remaining true to Encompass Support Services Society's mission and vision. We were fortunate to have strong leadership to keep an eye on what was most important, and to set a direction for years to come.

As we look to the future, we must acknowledge the leadership that got us here. After an amazing 23 years with our organization, Lynne Topham decided to retire effective August 1st. Lynne impacted change and development within both our community and organization by challenging partners and leadership to work to fill community need and to collaborate. Community development and vision has always been supported by Lynne.

With a focus to meet identified community needs, this past year should be celebrated. The development of the Langley Youth Resource Center significantly increased access to services for youth in Langley. We celebrate the many partnerships that came together and the impact that this has made in the community. We have increased residential services for youth with the creation of Topham House, dedicated to Lynne for her years of direction and mentorship.

With the decision to stop the amalgamation process, we want to acknowledge the leadership and colleagues at Langley Community Services Society (LCSS) who worked hard to try and make the amalgamation a success. We value the effort, work and patience staff showed through this process; and we want to express our gratitude to both agencies' board and staff. As we move forward as Encompass, we will continue to value the partnership we have with LCSS, and we will continue to work hard to assure this relationship stays intact.

The rest of this fiscal 2018/2019 brings with it the promise of transformation. As your current co-executives, we hope to embrace this time of transition and change, creating a strong framework for Encompass to move forward with. We will be looking at our structures, valued partnerships, accreditation, and opportunities for growth to impact our programs and community in an effective, creative way. Encompass is also committed to the journey towards reconciliation; and to fostering a sense of understanding, inclusivity, and collaboration. This is a time to celebrate and embrace change, moving ahead with the knowledge our staff, community and board are behind us. We are truly grateful for the opportunity to lead to Encompass which has such a positive reputation in the community, strong core values, and most of all dedicated and skilled staff. Join us as we move forward, answering community need, fostering new collaborations, and embracing everything that makes us Encompass.

*Christine &
Loren*

Christine McCracken and Loren Roberts

Co-Executive Directors

Board

of



Directors

2017 - 2018

MEET THE BOARD

President

Sherry Baker has been a board member for several years and continues to be very involved with ESSS and the Langley community. She is a long-standing resident of Langley and has been instrumental in many non-profit organizations within BC.

Vice President

Hattie Hogeterp has held seats on a number of community partnerships and tables. A huge advocate for literacy in the Langleys, Hattie has supported Encompass programs for over 15 years.

Secretary

Tanya Rogers is currently the principal at Shortreed Community Elementary School and has been a member of the Langley community for many years.

Treasurer

Grace Stewart is a long-standing resident of the Langley community and a Certified General Accountant.

Director

Douglas Dunn comes with a long history of expertise in fundraising and is an Executive Director of a non-profit organization.

Director

John Pusic is currently a principal within the Langley School District and has been an educator since 1988.

MESSAGE

from the

BOARD PRESIDENT



As I write this report to you at the end of August, 2018, I am reflecting on all the time and effort which has been put into trying to amalgamate with Langley Community Services Society. This was something that both of our organizations wanted and we all felt that a combined organization would be really good for delivering services to a wide range of people in both the Langleys who were struggling in one way or another.

Unfortunately, this union is not to be. Encompass stopped the process in July. After a huge amount of soul-searching and consultation, the Board of Encompass decided that we were in danger of losing our culture, our unique way of relating to our community and our ability to provide the services in the way we wanted to and in the way that our constituency expected us to. In saying this, we want to be very clear that we totally support Langley Community Services Society in their work and expect to continue to work with them on many contracts and services in the future – as we have done in the past.

We know that there is a lot of disappointment felt in this decision. Our intrepid, Executive Director, Lynne Topham, is still retiring and will be contracted to provide any needed supports to our new Executive Director team: Loren Roberts and Christine McCracken. We are delighted that Loren and Christine have embraced this new challenge. We are sure that our staff are happy that most of them will not be experiencing any significant changes. We can expect to welcome a few new faces to our team once Loren and Christine have figured out their work plan for the next few months. They have the absolute support of all the Board of Directors in carrying this out.

I would like to acknowledge and thank the Board of Langley Community Services Society and their Executive Director, Sanjeev Nand, for trying to find a way to make the amalgamation work. Very special thanks to Lynne Topham who has devoted countless hours to Encompass over the past 23 years and has left an amazing legacy for providing values-based services to both Langley City and the Township of Langley.

As I write this report to you at the end of August, 2018, I am reflecting on all the time and effort which has been put into trying to amalgamate with Langley Community Services Society. This was something that both of our organizations wanted and we all felt that a combined organization would be really good for delivering services to a wide range of people in both the Langleys who were struggling in one way or another.

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Lastly, I can't thank the Board of Directors enough for all the time they have spent at countless meetings and e-mailed ideas and documents to make sure that we are true to our principles in everything we do. It has been such a privilege to work with Hattie Hogeterp, Grace Stewart, John Pusic, Tanya Rogers and Douglas Dunn.

The next year will be amazing!

Sherry Baker
Board Chair



Celebrating

15 YEARS

Cathy Dunn

10 YEARS

Bajinder Manhas-Parmar

5 YEARS

Kristin Coyne
Phoenix Khattab
Tamara Wilkinson

Years of Service

1 YEAR

Nathalie Scott

Nikki Middleton

Helma Kardux

Gagan Darer

"Unity is strength...when there is teamwork and collaboration, wonderful things can be achieved."

Mattie J.T. Stepanek

2017/2018 Program Successes and Achievements



"I just wanted to write to express my gratitude for the programs you set in place at the Aldergrove Family Place. My family and I have been shown such kindness and empathy, and feel so welcomed every time we are able to go. My son and daughter get so excited to go (this morning I even got a hug for just mentioning it! Bonus!). I love that they are able to learn, especially the social aspect of playing with others, while I, as a parent, can get quality time talking to other parents and staff, all while getting a much needed caffeine fix! Having a confidant to explain some parenting mishaps, victories, and experiences has been beneficial to me, if only for reassurance that 'this is just a stage' and 'you are doing the right thing'. So again, thank you, for providing the community with this amazing safe space for learning, sharing and friendships."

Leah Girard, participant

Family Place

- 1399 caregivers and 1816 children attended.
- Received one-time funding through MCFD and purchased new baby and outdoor toys, and replaced the stairs and ramp.
- Received \$1000 cheque from Dogwood Fur Farms.
- Organized, prepared and delivered 3 community events – Easter Event, Thanksgiving Dinner and Christmas Pancake Breakfast with Santa in partnership with the Aldergrove Kinsmen Recreation Centre and Daryl Plecas, MLA.

Community Kitchen

- 99 caregivers and 123 children attended once a month.
- 57 caregivers and 63 children that attended Wednesday evening, made available from one-time funded.
- One-time funding from MCFD allowed families to attend twice a month.



United Way School's Out

- Delivered a safe, supervised and supportive environment for children to develop healthy relationships with peers and adults in their community.
- 4100 children attended this past year, across 3 locations in Aldergrove – 2 elementary schools and 1 middle school.
- Developed a partnership with a local, community business, Speedies Skateboard Shop, that volunteered their staff and equipment to teach the students how to skateboard throughout the year and at the year-end party.
- Received \$5000 cheque from students at Aldergrove Community Secondary School who participated in Youth and Philanthropy Initiative Canada. These former program participants wanted to give back to the program that they appreciated and enjoyed.
- Purchased hockey helmets through the Happy Funds for students to use on Community Skating days.



A video is available on YouTube showing Speedies Skateboard Shop teaching the kids at United Way School's Out Program, Betty Gilbert location, how to skateboard – <https://www.youtube.com/watch?v=dRoDe19tygQ>.



Program in the Park

- 151 caregivers and 169 children attended in July and August.
- Had field trips to Cultus Lake Waterslides and Dino Town.

Community Outreach

- Provided support to 23 caregivers and attended 49 community agencies' drop-in programs, like Strong Start.
- Provides community resources, information and education.

Parent Child Mother Goose

- 7 groups were facilitated at the Langley City Library, Langley Early Years Centre in Willoughby and St. Dunstan's in Aldergrove.
- 96 caregivers and 87 children, ages 0-6 months, attended.

Nobody's Perfect Parenting Program

- 27 parents attended the 3 groups that were facilitated in Aldergrove and Langley.
- 2 groups were held at Family Place Drop-In and the 3rd group was a partnership with Langley Community Services Society.

Best Babies of the Langleys

- Offers one-on-one support during pregnancy and up to 3 months after baby's birth, specific to the needs of each woman.
- Group Sessions/Lunch Club are drop-in sessions available to pregnant and postnatal women until their babies reach one year. Provides a healthy lunch and childminding is available during group activities that include speakers, educational topics relevant to pregnancy, postpartum and parenting, and activities to socialize and make new friends.
- 2 groups provided each week, one in Aldergrove at Family Place and one in Langley at Douglas Park Recreation Centre.
- 91 clients served - 51 prenatal and 40 postnatal.
- Supported 21 new prenatal participants in one-to-one support.
- Offered 91 group sessions with a total of 182 service units and saw more than 700 clients and their children who attended our 2 lunch clubs.

Youth Transition Program

- Provides outreach and life skill development to youth living independently.
- Our goal is to support youth to transition to independence by the age of 19, and wherever possible work towards repatriation with family and/or seeking out long-term support networks for the youth.
- Saw 46 individual youth served through our service.
- 39% of those served were Indigenous.
- Of the 17 discharged, 9 transitioned successfully at 19 years of age and 4 partially met their goals.

Youth Justice Services

- Provides services and outreach support for any youth in conflict with the law and subject to a youth court order including Curfew Checks, Community Work Service, and Intensive Supervision and Support.
- Saw 30 youth served through our services.
- 21 new referrals.



- The Trauma Therapy Program was not in a place of growth for the majority of the year due to staffing shortages related to a maternity leave. However, 67% of the referrals to this program was received in the last 3 months of the year with the agency's increased ability to focus on growing this program. This highlights the need and potential of this program moving forward.

Emergency Receiving Homes

- Operates two, 2-bed emergency home resources; both operate 24/7 with one staff for up to two youth in care.
- Topham House opened May 28, 2018 and is located in the Township of Langley.
- Cardinal House, located in the City of Langley, has been used for 616 bed days out of a possible 730 (84% calculated on the total of two bed days per calendar year).
- Staff work closely with MCFD-placed youth, supporting them in their day-to-day needs and working alongside their support team as they transition into more permanent homes.

Clinical Counselling Services

- Provided counselling to 67 children, youth and adults in our Sexual Abuse Support Services (SASS) and Trauma Therapy Programs.
- Provided 1225.50 hours of direct client service in SASS program and 144 direct, face-to-face therapy sessions in our Trauma Therapy Program.
- Saw an increased demand for the SASS Program, with a 47% increase in referrals in comparison to the previous fiscal year.
- Wait times for our SASS program decreased due to the development of our Trauma Therapy Program, with the average wait being 27 days.

Youth Street Outreach

- 55 individual youth accessed one-on-one support, focusing on stabilizing housing, obtaining employment, gaining life skills and family reconnection, among others.
- Out of the 55 youth, 44 of those youth were new referrals.
- Services were offered within the community and in schools.
- Provides support to the Youth Wellness Clinic (Public Health Unit) as well as short-term support for community partners such as Public Health, WHY Clinic – based out of secondary schools in partnership with the Division of Family Practice, a Nurse Practitioner through Fraser Health, and Langley School District 35 to help increase access to wellness services for youth in Langley.
- WHY Clinic ran out of Aldergrove, Brookwood and Langley Senior Secondary Schools 4 times each over the past year.

Friends of Dorothy

- Drop-in program ran for a total of 45 weeks equaling 120 hours.
- 134 youth received support through the drop-in.
- Drop-in activities included, but were not limited to: life skills programming, medical system navigation support, LGBTQ2S+ movie nights, and arts & crafts.
- Participated as an independent marching unit in the Vancouver Pride Parade in 2018.
- Hosted the raising of the Pride Flag during Pride Week in the City of Langley for the 2nd year in a row.



Parents of Dorothy

- Ran two, 8-week session groups, in the fall of 2017 and winter of 2018. Each group session was 2 hours, for a total of 16 hours of group support.
- Offered parents and caregivers an additional 2 hours of one-to-one support outside of the group.
- Session topics included terms and inclusive language, LGBTQ2S+ history, policies and legislation, etc.
- 8 parents/caregivers attended.

LGBTQ2S+ Wellness Clinic

- Facilitated through the Langley Division of Family Practice, a General Practitioner provides LGBTQ2S+ focused primary medical care once per month.

Pregnant and Parenting Youth - Langley Education Centre Child Care Program

Langley Education Centre's Child Care Program is a program which supports young parents (25 years and under) and their children (6 years and under) wanting to complete their grade twelve education through Langley Education Centre (LEC). The centre is open Monday to Thursday from 9 am to 4 pm, with qualified ECE staff to provide a nurturing environment for the children while their parents are in class. Encompass Support Services Society supports the parents to help reach their education goals while they are enrolled with the school. The program is funded by MCFD, so there is no cost to the parents. The site is provided by Langley School District 35 and is on the Langley Secondary School site.

We run two groups out of LEC - Pregnant and Parenting Youth and Spanish Family Power. Our Pregnant and Parenting Youth Group is on Thursdays from 10 am to 12 pm. This is a drop-in program for parents 25 years and under where they can enjoy a snack, connect with other young parents, get information about pregnancy and parenting, meet other professionals from the community and take a break and have some fun.

Spanish Family Power runs on Wednesdays from 9:30 am to 11:30 am. This parenting program provides a drop-in from September to June. Depending on the monthly calendar, the group offers support, information and resources, receives guest speakers, or discuss parenting topics that respond to the various needs of the participants. Family Power provides a space where families can share their parenting experiences, as well as learn new skills to interact positively with their children.



Received one-time funding from MCFD to purchase outdoor toys and equipment, plus an outdoor shed for storage.



LEC students donated their time to design the outdoor shed and the students from Langley Secondary School put it together.



There was an increase in student enrollment for courses due to the new NDP government changes in policy of no charge for classes to complete or upgrade their education.

From a dedicated, pregnant mom of a 7 month old, who started at LEC in September and took the bus from Delta two times a week to get to school:

"I really appreciate that you were always there for Aubree as a comforting and loving influence. I always felt at ease in class because I knew she was well-taken care of. This program has been so supportive, and has helped me to finish my classes so I am able to graduate, for this I am grateful for. You have no idea how much we are going to miss you. Thank you for everything. We hope we will see you again soon!!"



We had a young mom who came to LEC when she became pregnant and was so happy to hear that we had a child care program for after she had her baby. She loved that LEC is different than most other young parent programs; the hours were much easier for her with a newborn baby, she could work at her own pace, and most of all, her baby would be with her onsite while she was in classes. Because her baby was so close, she was able to come over to feed her baby whenever the baby was hungry, which made the transition much easier for both mom and baby. She took a few classes and was able to graduate within a year after her baby was born. She said she probably would have never graduated if it wasn't for our program.

THE LANGLEY YOUTH HUB

This year, the Langley Youth Hub continued to have 25 coalition and community partners providing support services and programming within the Langley Youth Hub. On top of these 25 partners, we have had an additional 20 community partners, from both the non-profit and private sector, providing direct and indirect supports and services; including twice monthly access to a Physician through the Langley Division of Family Practice. We have continued to see an increase in engagement by the community as a whole. This engagement has come both directly and indirectly with local businesses, organizations and private community members coming together to support this initiative in a variety of ways.



Approximately 756 hours of in-kind supports, services and programming from community partners (excluding mental health and medical support providers).



Including mental health support and counselling, approximately \$28,200 in total was provided in-kind.



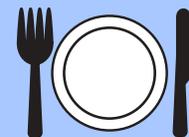
Through Hub and WHY Clinic Services, we were able to offer 36 more days of medical care for youth in Langley.



From August 1, 2017 to July 27, 2018, we were open for a total of 215 days, which totals 610 hours of direct support.



294 individual youth access services through the Langley Youth Hub.

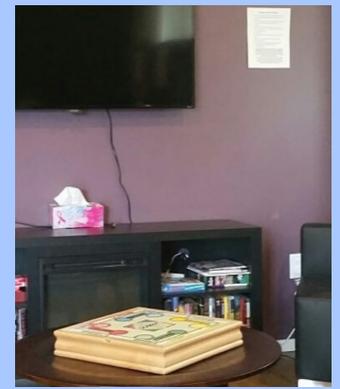
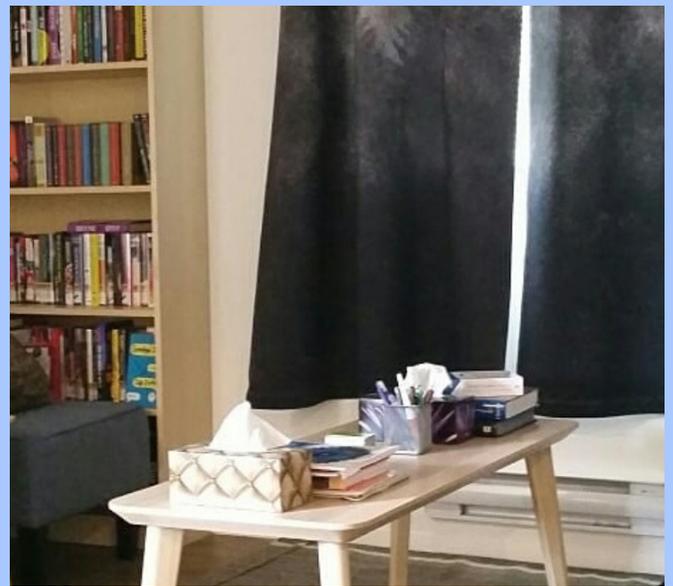


2265 meals have been served.

The Township of Langley donated a parcel of land, and with additional funding provided from BC Housing, MCFD and private local donors, the Langley Youth Resource Center was completed in April 2018. The Langley Youth Hub moved their services to the main floor, which allowed them to expand their hours of support and services for youth from 2 days a week to 5 days a week, from 10.5 hours per week to 20.5 hours per week. The top floor was opened in May 2018 as Topham House, a 2-bed Emergency Residential Home for youth in care.



With the development of this new space, we aimed to have it be as youth-led as possible. Youth engaged in the development of the space in a number of ways, which included but were not limited to: structural planning and organization of the building itself (including deciding on the amount of office and open spaces), interior design planning (like choosing paint colours, colour schemes, furniture and amenities within the space), interior and exterior set-up of the space (which included building furniture), as well as program planning and organization. We continue to run youth-led programming by facilitating opportunities for youth to give feedback, ideas and opinions through the Youth Advisory Committee.



Moving forward, we will continue to seek unique ways to support youth and to access services. We will continue to focus on providing a safe space for youth to engage in medical and mental health support, and to develop healthy relationships with adults and peers, while learning to navigate the many support systems within our community. This initiative has given the community the opportunity to come together around our youth to show them that they have a voice and that we care enough to listen. We will work to ensure youth have the opportunity to increase their social capital and break the cycle of poverty. We will focus on moving towards a collective understanding and acceptance of the potential of these youth as motivated, involved and important members of the community.

Family Mediation & Reunification

The **Family Mediation and Reunification Program** is comprised of 3 service areas, all of which work to provide short-term support to: youth and families experiencing conflict within the home and their relationships; to caregivers of youth exhibiting significant behavioural and/or conduct disorder; and to families where mental health and/or substance misuse may be impacting the family. Our services work to support families in order to enhance their quality of family life.

Family Strengthening Program (FSP) is a goal-focused service for families where there has been a MCFD Child Protection Report and low to medium protection/risk concerns have been identified. Safety concerns are managed through FSP rather than through a full, MCFD child protection investigation. An individualized comprehensive assessment of the family is conducted to identify strengths, risk issues and supports in order to develop appropriate goals and plans. Our workers support families in working towards identified goals in order for their youth to be maintained in the family home.

Parental Support provides methods for improving parenting skills, knowledge of community resources, and assistance in linking families to ongoing community supports with the goal to maintain the youth within the home. This program often supports parents/caregivers whose children are unwilling to engage in services.

Parent-Teen Mediation provides support and conflict mediation to youth and families in crisis, with the common goal to prevent family breakdown, to improve family dynamics, and to work on repatriation of the youth to the family home. Families and youth are also linked to appropriate community services, and each domain of the family's life is reviewed so relevant goals can be developed and supported to meet the family's and youth's specific needs.

Summary from one family's feedback on Parent-Teen Mediation:

Amidst a very, stressful time for the family, all three participants (mom, dad and youth) acknowledged that they have come a very, long way from where they were a few months ago; and the difference in the interaction between them was noticeably more amicable and open.



This past year saw 61 individual families served.



47 of those served were new families.



In total, 2356 hours of service were provided.



Financial Report

As a not-for-profit organization, we pride ourselves on fiscal responsibility and utilizing community dollars to provide free, accessible programs to the community. Many of our programs are considered outreach or person-centered, and we allocate the majority of dedicated funds to support participants in our programs via: staffing, food, and other activity costs.

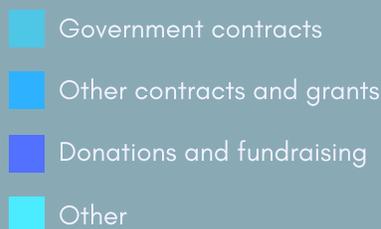
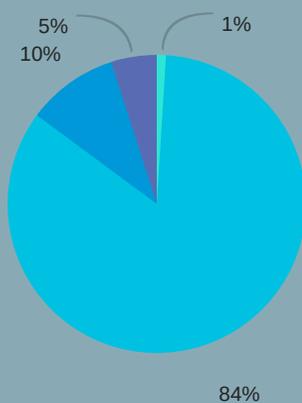
Financial statements are audited by Chartered Professional Accountants on an annual basis.

This year has been exciting for us as an agency as we have begun a Capital Development which is reflected in the Revenue Statements and deferred to the 2018/19 fiscal year for the development of the Langley Youth Resource Center.

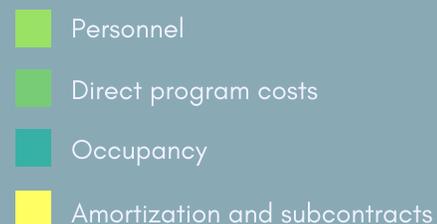
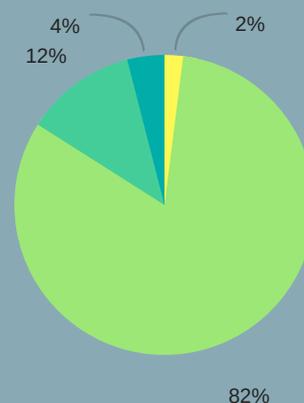
Statement of Financial Position

As of March 31, 2017	2018	2019
LIABILITIES	208,887	180,018
DEFERRED CONTRIBUTIONS	148,752	440,608
NET ASSETS	605,971	567,714
DEFERRED CAPITAL CONTRIBUTIONS	1,066,580	198,959
TOTAL	2,030,190	1,377,733

Revenue



Expenses



Community Partners, Stakeholders & Sponsors

Ministry of Child & Family Development
Public Health Agency of Canada
United Way
Township of Langley
City of Langley
Langley Community Services Society
Langley Division of Family Practice
Langley School District #35
Stepping Stone Community Services
Society
Langley Literacy Network
Vancouver Foundation
Lower Fraser Valley Aboriginal Society
The Home Depot Canada Foundation:
The Orange Door Project
Envision Financial Community
Endowment

BC Housing
Langley RCMP
Langley Youth & Family Services
Youth Unlimited
Costco Wholesale
Vancity Community Foundation
Xyolhemeylh
Langley Child Development Centre
Greenshield Canada
Living Waters Church Fort Langley
Soroptimist
Marcon Construction
Bee Fun Women's Society
JD Farms Specialty Turkey
Otter Co-op
Langley E-Free Church

and our many individual donors who are too many to list!

Thank you for helping us achieve our goals!





encompass
support
services
society

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