

2020 ANNUAL REPORT

encompass support services society •
celebrating
25
years
strengthening community •



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Statement of Reconciliation

visit us online to read the full version.

We recognize that the natural world is a sacred place - it is part of food resources, healing practices, and spirituality and, therefore, it must be respected. We acknowledge that the programs, services and offices of Encompass are on the unceded, sovereign Indigenous lands of the Coast Salish People. This includes the territories of Kwantlen, Katzie, Matsqui, and Semiahmoo First Nations.

OUR 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 VISION

**Empowering Individuals
Connecting People
Enriching Lives**

OUR VALUES

Community

We keep informed of ongoing and emerging trends in our community and respond to community needs.

Excellence

We are committed to delivering effective, professional, quality services for children, youth, families and individuals.

Integrity

We are dedicated to maintaining the trust of our community by being a stable, responsibly managed organization

Accountability

We are accountable to our clients, staff, funding bodies, and the community for the quality and outcomes of our programs, through continuous assessment and improvement, including accreditation.

Dynamic Leadership and Culture

We take a leadership role as a dynamic, forward-thinking organization that creates innovative responses to the emerging needs of individuals and families in our community. We encourage employees to participate in seeking new opportunities to learn, to improve, to share knowledge and to add value.

Advocacy

We advocate for the needs of our community and our participants. We empower our participants to advocate for themselves.

Diversity

We appreciate the diversity of our participants, employees and community, treating everyone with dignity and respect and foster an accepting, inclusive welcoming environment for all.

Empowerment

We believe that children, youth, families, and individuals grow and develop best in an atmosphere that is accepting and emphasizes their strengths. We encourage participants and employees to build on their strengths, give their best and to take initiative.

Collaboration

We are committed to working together with honesty, integrity and team-work to foster innovation, relationships and partnerships.

Encompass Support Services Society (ESSS) is a grassroots, non-profit agency that provides a wide range of enriching and essential programs and support services to the communities of Langley. We offer a variety of free, accessible community programs and activities for all ages with a primary focus on children youth and families.

MESSAGE FROM THE BOARD PRESIDENT

Encompass celebrates its 25th anniversary this year. Twenty-five years ago, who could have predicted that two small agencies, Aldergrove Neighbourhood Services and Family and Youth Support Services, would eventually merge, be renamed Encompass Support Services Society, and grow into a leading social service organization in Langley. Yet, here we are celebrating 25 years of service, still growing and flourishing.

Through all those 25 years the agency has stayed firmly committed to its vision, mission and values. The focus has always been on serving the ever-changing needs of the community in new and innovative ways. Adherence to a clear set of values, shared by the Board, management and staff has created a culture that values and practices, excellence, accountability, innovation, dynamic leadership, empowerment of clients and staff, diversity and inclusion, collaboration and partnership.

This dedication to vision, mission and values has allowed the agency to grow and flourish even in the midst of a pandemic. The pandemic did not deter Encompass from steadfastly continuing to serve the community. With unwavering determination, and amazing resourcefulness, Encompass staff rose to the challenge, adjusting practices to continue to meet the needs of their clients. A COVID-19 plan was quickly put into place and staff initiatives, encouraged and supported by the Executive Directors, led to creative and effective ways for communicating with and supporting clients. Encompass was successful in expanding services to meet emerging needs. The Board has never been so proud of our staff, their dedication and resourcefulness.

As well as effectively pivoting during the pandemic, Encompass was able to grow, bringing the Foundry program to Langley. In June, the Province of BC announced eight new Foundry locations, one of them in Langley, with Encompass as the lead agency. Foundry will improve access to quality care for young people ages 12-24 and their caregivers. By bringing mental health care, substance use services, primary and sexual health care, youth and family peer supports and social services together under one roof, Foundry Langley will make it easier for young people in our community to find the support they need, when they need it. A tremendous amount of work was done by staff, community and leadership to bring this valuable program to the community.

Other accomplishments for the year include the development of a new five-year Strategic Plan and finalizing the purchase of the Eastleigh Building, creating permanence for our agency in the Langley Community.

The Board of Directors welcomed two new members this year, Rob Bittner and Lisa Meneghello. Both are valuable assets to the Board. Two Board members, retire this year, Sherry Baker, who very ably served as Board Chair since 2011, and Tanya Rogers, who has been our efficient and steadfast Secretary since 2014. The Board expresses sincere appreciation for the valuable input and hard work done by them. They will be missed.

The Board of Directors is proud to celebrate this important anniversary, and wishes to express sincere appreciation and thanks to the Co-Executive Directors, the leadership team, and all the staff of Encompass, who continue to make us the best we can be.



“Adherence to a clear set of values, shared by the Board, management and staff has created a culture that values and practices, innovation, excellence, accountability, dynamic leadership, empowerment of clients and staff, diversity, inclusion, collaboration and partnership.”

“It has been my privilege and pleasure to Chair the Board of Directors of this vibrant, resourceful and growing organization, throughout a most challenging year.”

Hattie Hogeterp,
Board President



Hattie Hogeterp (President) Board member since 2014

Hattie has held seats on a number of community partnerships and tables. Hattie has an MA in Early Childhood Education from the University of Michigan and was a member of the Board of Trustee's for the Langley School District. An advocate for Literacy in the Langley's, Hattie has supported Encompass programs for over 15 years.



Rob Bittner (Vice President) Board member since 2019

Rob (PhD) is a SSHRC Postdoctoral Research Fellow at the UBC iSchool (Library, Archival and Information Studies). He is an active member of a number of literary and library organizations; and has served on quite a few awards committees, such as the Newbery Medal, the Michael L. Printz Award, as well as the Sheila Egoff Children's Literature Prize. His work focuses mainly around LGBTQIA2+ representation in Children's and Young Adult literature. Youth can find out more about him at docrob.ca.



Grace Stewart (Treasurer) Board member since 2013

Grace is a long standing resident of the Langley community with a specific passion for children, youth and families within the Langley communities. She holds a Bachelor of Science from Simon Fraser University and a Degree in Education from Dalhousie University. She then completed the CGA program and has worked for 16 years as a Professional Accountant doing a variety of work including accounting for non-profits. Grace has been a strong supporter and advocate of Encompass Support Services for over 10 years.



Tanya Rogers (Secretary) Board member since 2014

Tanya is currently the principal within the Langley School District and holds an MA in Reading and Learning Disabilities from Simon Fraser University. Tanya is a long standing board member who is an active advocate for support services for children in Langley. She has a long history of educational experience in both England and Canada.



Sherry Baker (Past President) Board member since 2011

Sherry is a long standing resident of the Langley community and has been instrumental in many non-profit organizations within BC. Sherry holds an MA in Applied Behavioral Science from UBC. Sherry has sat on, and chaired many provincial, regional and local boards over the years. Sherry is also a proud Rotarian. With a specific expertise in board development and engagement, Sherry provides great leadership for our Board of Directors.



John Pusic (Director) Board member since 2012

John is currently a Principal within the Langley School District and has been an educator since 1988. John holds his Masters in Education from Simon Fraser University and is driven by the work provided through the relationship of Encompass Support Services and the Langley School District. John is a very active advocate for education and community development through the engagement of youth leaders.



Kim Davies (Director) Board member since 2018

Kim currently works for Surrey Public Libraries as a Fund Development Officer. Kim holds a BBA in Finance and Economics from Simon Fraser University and has a vast knowledge of services within Lower Mainland. Kim has been involved in Langley through volunteering and providing expertise in community engagement through community foundations.



Diane Fox (Director) Board member since 2018

Diane is a long standing resident of the Langley's and taught in the Langley School District for 33 years. She has sponsored numerous school activities including sports, grad and LGBTQ2S+ events. She is very dedicated to family and the community. Diane has been volunteering with a variety of organizations with a special interest in Literacy.



Lisa Meneghello (Director) Board member since 2019

Lisa is currently the Manager for Victim Services Client Support with the Langley RCMP. Lisa has worked with Victim Services in Langley since 2005, and has her Bachelor of Arts degree from Trinity Western University. She is an active member of the Langley community supporting many community initiatives and tables both professionally and personally.

THE ESSS BOARD OF DIRECTORS

MESSAGE FROM THE EXECUTIVE DIRECTORS

As we celebrate our organization's 25th year, we have taken the opportunity to reflect on our history and look forward with excitement for the future. We have stayed grounded in long-standing mission to *strengthen the health and vitality of community* by responding to the ever-evolving needs of our community. We have lived up to our reputation of being collaborative, adaptive and innovative in supporting Langley's communities.

2020 brought many challenges, changes and celebrations. As an organization, we have always advocated for inclusion and diversity. Encompass stands in solidarity condemning the presence of violence and racism globally. We acknowledge the growth needed in this area, and will continue to advocate for and support change within our agency, community and ourselves as individuals.

The COVID-19 pandemic had, and continues to have, a significant impact on communities throughout the world. Encompass has shown our ability to pivot services to meet the individual needs of our community members, while working to balance the needs of our staff as they navigate this new "normal". We are extremely fortunate to have such a passionate and driven staff team within our organization who took this challenge in stride and who were increasingly creative in their program adaptation.

Encompass is grateful for our many collaborative partnerships within the community who have provided their resources and supports to our programs and services. It is with these community partners that we are excited to celebrate the awarding of FoundryBC to Langley. Foundry will increase access to much needed health and wellness supports for youth ages 12 to 24 and their families.

We are currently developing a new Strategic Plan for our agency. Through our engagement process we received wonderful feedback. This is definitely a moment to give ourselves a pat on the back and celebrate Encompass for who we are and the impact we have in our community. It is with the strength of our community, reputation and most of all our staff that we continue to be inspired and passionate about what we do every day.



Respectfully,
Christine McCracken – Executive Director of Programs
Loren Roberts – Executive Director of Operations



Celebrating 25 Years



Susan Iverson



Greg Runzer

Celebrating 15 Years



Tannis Percival



Alex Burwood



Celebrating 10 Years



Loren Roberts



Aleta Sharchet

Celebrating 5 Years



Joel Rolph



Kandina Andress



Kim Campbell



Through the years, your talents and efforts have helped our success. Together, we take pride in your accomplishment and your commitment to strengthening our community.

Congratulations on your Anniversary!



Lee Davidson & Bernice Way



Congratulations on your Retirement!



THANK YOU FOR YOUR YEARS OF SERVICE

THE ENCOMPASS

TIMELINE

Family and Youth Services Society (FAYSS) is Formed
 Family and Youth Services Society (FAYSS) was formed in 1994 by Paul Rypkem, who had initially worked with Reachout, which operated in Surrey, White Rock, and the Langley's. Reachout was established in 1984 and administered by the Boys and Girls Club of Greater Vancouver until July 1994 when it was established as a separate society. Services included outreach counselling, conflict resolution, and mediation support services to families in crisis. All referrals were received from The Ministry of Children and Family Development.

2009 ANSS + FAYSS
 In August of 2009, a request for proposals (RFP) from the Vancouver Foundation provided an opportunity to launch into the area of Youth Homelessness. Both ANSS and FAYSS collaborated together and a funding proposal was developed and subsequently approved. This led to the formation of a deep working partnership with both agencies.

The Amalgamation
 Further collaboration between both boards led to a successful society merger, which was completed in July 2011. The organization continued under the umbrella of ANSS to allow the FAYSS organization to successfully wind down its operations and transfer remaining assets to ANSS.

Added Services
 The evolution of a two-bed child car residential resource home and the addition of the Trauma Therapy Program moves us into a new area of service delivery.

The Youth Hub
 Ground is broken for the Langley Youth Resource Centre.



Aldergrove Neighbourhood Services Society (ANSS) is Incorporated
 In December 1993, a small group of community members met in order to bring needed services to Aldergrove. This group became known as the Committee for Aldergrove Neighbourhood Services (CANS). During the summer and fall of 1994, CANS spearheaded a coalition of government and non-government organizations to submit a proposal to access funding under the Community Action Program for Children (CAPC). Consequently, CANS was incorporated as Aldergrove Neighbourhood Services Society (ANSS). The federal funding was approved in March 1995, and the Society began to offer family support services to the surrounding community.

A New Home Base
 FAYSS moves its offices to 20618 Eastleigh Crescent, Langley BC.

Starting Point Opens
 Langley's homeless outreach services expands through a partnership with Stepping Stone Community Services Society.

Rebrand to Encompass Support Services Society (ESSS)
 In October of 2014, we officially became Encompass Support Services Society. As a merged agency, FAYSS and ANSS operated under the ANSS name to allow a re-branding process to determine a new name and brand, reflective of each entity. The new name would also position itself to accurately reflect the geographical locations of the services provided.

Foundry BC
 Encompass is awarded as lead agency for the Foundry BC expansion into Langley!



I started with Encompass Support Services Society in 1995, which at that time, was called Aldergrove Neighborhood Services. We started off as a very small passionate agency, only servicing the Aldergrove community with Best Babies, Jr. Scholars, Family Place, and the Young Parents Program. With ten employees at the time, and worked very hard to ensure we could impact as many families as possible. Fortunately, we were able to grow and innovate as time has gone on, to the point that we now offer 13 programs organization wide to the entire Langley community. I've had the opportunity to work in all of the Child and Family programs over the course of my 25 years.

One of my best memories was a family who had just left the hospital with their baby, and they came straight to family place to introduce us to their newborn. They shared with us that we were part of their family, and community, and that our connection with them was valued. It has been an honor to watch young children come into program, and have the privilege of seeing them grow, and develop into youth, and even sometimes adults.

The advice that I would give to any new people starting in this field would be to take the time to build relationships with the participants and coworkers. This field thrives on connection, community, and trust. Having those core relationships will ensure that you have an understanding of each individual family.

My hope for Encompass is to continue to grow and to be able to support, and connect with as many families as possible; and for staff to continue to learn from each other, and to empower one another, so that we can continue to be a strong resource for the community, by offering a safe and supportive environment.

When I started I worked in the Reachout program for Family and Youth Services Society, which would be the equivalent of parent/teen mediation, as a family counsellor. We had one Executive Director, one SASS counsellor, a multicultural worker and six workers in the Reachout program. At the time we were on a shoe-string budget with no petty cash, no cell phones and snail paced computers. We were a small agency but we really hit it off as a team and I have never looked back since.

My biggest success story isn't mine at all, but the family's - They wanted meaningful change in their lives and did incredible work to get to a better place. This past year we helped a youth move back home, created a successful safety plan and built healthy communication and problem solving skills. We closed this file early summer and witnessed an amazing turnaround for this family.

My advice for those new to the field....Be yourself, don't try to emulate anyone else, just go your own path. Lean on those who came before you and learn from their experience and wisdom. Remember that before your title that you are a human being. Clients feel when you are genuine and will connect in amazing ways.

My hope for Encompass is that we never forget who we are and what makes us special and unique as an agency; that we never lose sight of this even as we continue to grow. I am hopeful we can always hold true to our core values and what we stand for and cherish most...the way we treat people makes us who we are. If we are able to do that, we've got an incredible future in front of us.

You can put your mission on a piece of paper, but it's the people within the agency who make the agency what it is. Our community really connects with us, with our heart. Being part of Encompass is the most rewarding and exciting opportunity of my lifetime. As we continue to grow I am so excited for the possibilities that exist. The future is limitless!

Susan Iverson

Children and Family Programs
and Services Coordinator



Greg Runzer

Youth and Family
Strengthening Worker



STAFF CELEBRATING

25 YEARS OF SERVICE

Community Response



Family Place became the hub for meals, activity kits and support across the age groups



Generous donations of hand sanitizer, masks, ear-savers, food, meal kits, and bouquets of flowers were received from Community Partners and Private Donors



Programs came together across the organization to provide support to clients unique needs



Clinical Services expanded counselling services to include all ages



Multiple families and individuals were supported with prepared meals, delivered groceries and grocery store gift cards



Programs adopted virtual, remote and socially distanced services and safety protocols



Relationships and partnerships in the communities in Langley continue to be built and strengthened!

The COVID-19 global pandemic has altered life as we know it, and no one was spared from the effects of this pandemic. It is during challenging times like this that communities come together to support one another and to provide strength to each other to get through. Just as the numbers of cases of the coronavirus in Canada started growing, Encompass Support Services Society mobilized in anticipation of the impact this pandemic would have on the Langley community, especially its vulnerable populations.

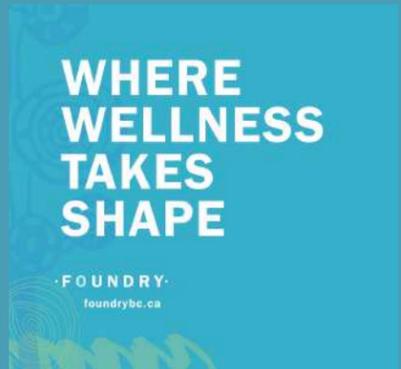
Encompass, in collaboration with the Langley School District and other community agencies identified and connected with new individuals and families needing these supports. Emerging needs centred around food security, housing security and mental health concerns. Encompass was awarded funding to aid in their COVID-19 response from Surrey Cares, Vancouver Foundation, the United Way of the Lower Mainland, Reaching Home, Lu'ma Native Housing Society, Vancity, the Home Depot Foundation, and Envision/First West Foundation.



On June 15, 2020, the Province of BC announced eight new Foundry centre locations joining the Foundry network, which will significantly improve access to health and wellness resources, services and supports for young people ages 12 to 24 and their families across British Columbia. We are proud to announce that Encompass Support Services was chosen as the lead agency to bring integrated services to the communities of Langley.

This is an exciting development for Langley because Foundry will improve access to quality care for young people and their caregivers. By bringing to integrated mental health care, substance use services, primary and sexual health care, youth and family peer supports and social services together under one roof, Foundry Langley will make it easier for young people in our community to find the support they need, when they need it, so we can better support and empower individuals and families of Langley.

Find out more: foundrybc.ca/expansion2020
Welcome video: <https://youtu.be/FUrXL4amgq8>



Since April 2018, the eight Foundry centres have served well over 10,000 young people across BC



SUCCESS STORIES

FOUNDRY BC

Contact our Program Leadership Team

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Clinical Coordinator
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(604) 534.2171 ext. 108

Child and Family Programs and Services page 16-21

- **Family Place**
Phone: (604) 856-1664
- **Best Babies**
Phone: (604) 530-2772 / Fax: (604) 530-2734
- **Pregnant and Parenting Youth**
Phone: (604) 308-7043 / Fax: (604) 530-2734
- **Community Outreach**
Phone: (604) 856-1664
- **Spanish Family Programs**
Para más información contactar a: (778) 808-1478
- **United Way School's Out Program**
Phone: (604) 856-1664
- **LEC Childcare Centre**
Phone: (604) 534-7155
- **Nobody's Perfect Parenting Program**
Phone: (604) 856-1664

Youth and Family Programs and Services page 22-25

- **Bridges Youth Employment Program**
Phone: (604) 866-8938
Email: employment@encompass-supports.com
- **Langley Youth Resource Centre**
Phone: (604) 546-1130 / Fax: (604) 546-1132
Website: www.langleyyouthhub.com
- **Integrated Youth and Family Services**
Phone: (604) 534-2171 / Fax: (604) 534-8802
- **Residential Services**
Phone: (604) 534-2171 / Fax: (604) 534-8802

Clinical Counselling page 27-28

Phone: (604) 534-2171 / Fax: (604) 534-8802
Email: counselling@encompass-supports.com
Website: www.encompasscounsellingservices.com

FAMILY PLACE

Children & Family Programs and Services

What to Expect

- Get information about pregnancy, postnatal and parenting issues
- Get ready to care for your baby and transition into parenting
- Get to know your community and access other programs
- Get support making healthy food choices and enjoy a healthy meal with the group
- Take part in group activities and learn new skills
- Access to Prenatal Vitamins

Weekly Fun Activities

- Nature Scavenger Hunts
- Interactive Games
- Walk with the Dinosaurs
- City Parks
- Monster Rock Hunt
- Explore the Ambulance

Weekly Guest Speakers

- Eye Care
- Family Support Institute of B.C.
- ICBC Car Seat Safety
- Fraser Valley Librarian

Monthly Fields Trips

- Play Abby
- Skating
- Bowling
- Willow View Farms
- Eagle Acres
- Swimming
- Funny Farm

Aldergrove's Family Place

This is the heart of our programs available for parents with young children. We offer an environment where parents can engage their children in developmentally appropriate activities, plus learn about child development, great parenting techniques and services available to them in their community. We work hard to ensure our activities - whether for the children or the parents - are educational, interactive, lots of fun and of interest to the families attending our program.

Family Place Highlights



New sensory toys. While the five senses are well known, there are also internal senses, such as balance, position and movement that the Children can now explore.



We had 15 moms attend Forever Yours Lingerie for a 1 on 1 personal fitting and received 2 sets of undergarments. The moms left feeling thankful and positive about themselves as most of them never had a personal fitting before.



At Family Place we developed a Literacy Program. The parents took part in making Flannel Board Stories and fun activities to develop a habit of reading, playing and sitting together with their child. This lays the foundation for a lasting pattern of parent-child time.

PROGRAMS AND SERVICES

1644 caregivers and 2509 children attended programs

99 new parents and 129 new children

193 drop-in groups were held

“ I don’t know where I would be now without K. I was very young and a single mom pregnant with twins. I had no income, nowhere to live and absolutely no idea where to start. I was connected with resources (and) if I had a question, a problem or just needed someone to listen, K was always there. I am now engaged, have a stable job and own my own home. I am so grateful.”



Young Parents Programs offer a variety of support services to pregnant and parenting youth up to age 25.

Outreach Services

Outreach staff are able to offer support and resources to parents looking for information on life skills, finding employment, attending school, parenting and understanding child development.... and more!

- 1062** hours of outreach and intervention
- 1037** clients served
- 45** new clients

Young Parent Support Groups

Weekly groups are offered for young parents to attend. Different activities and topics of discussion are offered at these groups.

- 96** hours of drop-in training & education
- 130** clients served
- 37** new clients

Best Babies

Individualized and group support available during pregnancy and up to three months after baby’s birth. Support is specific to the needs of each woman, by providing information about health and lifestyle, assistance during this transitional time, home visits and access to community resources.

- Drop-in Groups:**
- 1,092** adults and **1,343** children
 - 89** group sessions were offered

- Individualized Support:**
- 124** clients served
 - 66** prenatal and **58** postnatal

Community Outreach for Parents

Outreach Workers attend community-based programs to provide resources, info and education to parents in the community. These Community groups included, but are not limited to: Family Place, Best Babies, Spanish Family Time, various StrongStart Programs, Infant Development Program, YWCA Single moms group, Langley Early Years, Ishtar, Langley Child Care Resource and Referral, Langley Health Unit, Pregnant and Parenting Youth, Nobody's Perfect, and other Community events.

- 739** hours of direct client/participant contact, intervention and outreach to individuals and community groups
- 247** hours direct client contact support outreach to **9** clients
- 87** community groups attended
- 1** Parent Advisory Groups facilitated
- 6** Pregnant and Parenting Youth groups facilitated
- 23** hours of guest speakers and visitors

Guest Speakers included: Gestational Diabetic Professional, pre and post natal Fitness Instructor, Dietician, Early Childhood Optometrist, Community Ambulance in the Park, Langley Environmental Partners Society, Local Libraries, Infant Development Program, Family Support Institute of BC, and Child Care Resource and Referral.

Early Years Family Navigators

One-on-one support is done with families to provide information and supports to meet the needs of each family. Support is offered for families with young children to connect parents with resources and services they are seeking.

- 687** Adults and **978** children participant contact
- 4** Indigenous Adults and **4** Indigenous children
- 29** Adults and **42** children identified as new contacts
- 20** individual referrals

Referring Agencies included: Infant Development Program, Child and Youth Mental Health, Child Care Resource and Referral, Strong Start, Family Place, BC Housing, Little Feathers, ESL St Dunstan, Pacific Post Partum, Spanish Programs, Baby Clinic, YWCA Single Moms Group, Hope for Women, Ministry of Social Development and Poverty Reduction, Langley Food Bank, and Langley Christmas Bureau.

**PREGNANT & PARENTING
YOUTH AND BEST BABIES**

COMMUNITY OUTREACH

Servicios de Apoyo a la Familia

Nuestros programas de Apoyo a la Familia sirven a la creciente comunidad de habla hispana en Langley. Proveemos una variedad de servicios gratuitos para familias con niños de 0-6 años que son respaldados por nuestro excelente servicio de guardería.

Spanish Family Supports

Our Family Resource programs serve the growing Spanish-speaking community in Langley. We host a variety of free services for families with children 0-6 years old.



Spanish Family Power Program

397 parents served
347 children served
32 groups held
13 new participants
10 guest speakers

Family Time Statistics

294 parent served
418 children served
14 new parents
21 new children
37 groups offered

“My daughter and I attended Family Time last year; we had a lot of fun together many times. I felt that I was at home and in company of family, that is how strong I felt my culture and language were acknowledged and encouraged. Family Time was a place where I would learn about my child’s development and grow with her. I cannot thank you enough for the place of safety that it was for us as new immigrants, as well as the confidence that my daughter and I gained as a result.”

The United Way School’s Out Program

Currently runs at 3 schools in Aldergrove; Shortreed Community Elementary School, Parkside Centennial Elementary School for grades 4 and 5, and Betty Gilbert Middle School for grade 6 students. Each day is a different program, which include: Cooking, Art and Drama, Community Explorations, Science and Gym.

This year we were able to hold our annual year end party at the new outdoor water park at Aldergrove Credit Union Community Centre. The children were able to play and have fun at the waterpark and we celebrated with Pizza and Watermelon. The children really enjoyed themselves.



Received a donation of \$50 for each month from a private donor.

This helped all 3 schools increase their snacks for the children and to be able to offer healthier snacks, including protein.

Betty Gilbert Middle School

135 individual students reporting for the year
1157 total attendance for the year
438.5 direct group hours of service for the year

Parkside Centennial Elementary School

141 individual students reporting for the year
1256 total attendance for the year
451.5 direct group hours of service for the year

Shortreed Elementary School

95 individual students reporting for the year
1085 total attendance for the year
434 direct hours of service for the year



1998

SPANISH FAMILY PROGRAMS

UNITED WAY SCHOOL'S OUT

Langley Education Childcare Centre

For young parents (30 years and under) and their children (6 years and under) wanting to complete their grade 12 education through Langley Education Centre. ESSS operates an accredited child care program on site for parents while attending school.

57 children in program; **1140.25** direct group hours
597 contacts throughout the year

Langley Education Centre has 3 semesters in the school year. The first semester runs from September to December. The second semester runs from January to the end of April. The third semester is a condensed semester and runs for 6 weeks in May and June. The students can also complete courses by working at their own pace. They have one year to complete the course. The Centre is open from 9am to 4:30pm Monday to Thursday. The program is funded through MCFD so there is no cost to parents.

“The option to work at your own pace is great for parents, as sometimes it is hard to study with a young child at home.”



Nobody's Perfect Parenting Program

Meet other parents of young children and discuss real-life parenting situations. All groups are supported by a trained facilitator who will guide you in discovering positive parenting strategies and provide you with a break from every day parenting stress.

for Families, Nobody's Perfect is FREE and runs for 2 hours per week, for 6 to 8 weeks. Each session includes a nutritious snack and free child-minding. This program is hosted at the LEC Childcare Centre in Langley and Family Place in Aldergrove.

2 groups were held; **13** parents attended

LEC CHILD CARE CENTRE

The Bridges to Employment Program began in October 2019 with a funding contract through Service Canada. The goal of this program to provide youth ages 15 to 30, who face multiple barriers to employment, with the skills and support to enter into the current labour market.

8 weeks of career and life skills development, like budgeting, mental well-being, labour rights, cooking on a budget, and healthy relationships.

18 weeks of one-to-one support from a Youth Employment Support Worker to achieve the youth's career, educational or life goals.

During the COVID-19 pandemic, the Bridges Program temporarily paused its programming to reassess and to re-develop materials that could be delivered on a virtual platform. Staff supported the youth in this transition and throughout when further needs, like food security, housing and mental health concerns, emerged. The Bridges staff team worked closely with other programs within the agency and in the community to support their participants through these unprecedented times.

Service Canada granted an extension to the funding contract, which will allow a third cohort to run in September 2020. This cohort will be delivered through a combination of virtual and in-person formats to meet the safety requirements of the COVID-19 restrictions.

Since the Program's Inception

- **19** youth participants in total;
- **11** guest speakers from various community agencies, financial institutions and businesses;
- **8** youth employed;
- **6** Forklift Certificates;
- **5** youth continue to look for employment (part-time and full-time);
- **3** youth are returning to high school in the fall of 2020;
- **3** youth accessed mental health counselling;
- **2** Serving It Right Certificates;
- **2** youth accepted into post-secondary schools;

**BRIDGES TO
EMPLOYMENT**

Services Available

- Primary Medical Care
- Harm Reduction & Substance Use Support
- Housing Support
- Employment Support
- Family Functioning/ Relationship Support
- Aboriginal Culture Programming
- Mental Health Support
- General Health and Well-Being Support
- Peer Support and Mentorship
- Social Skills Development and Support
- Parent Support
- Arts and Culture Programming
- Recreation Programming
- Life Skills Development & Training
- All programs, preparation, and cooking are done with FoodSAFE and safety protocols in place

For more information contact the Langley Youth Resource Centre

P: (604) 546-1130

www.
langleyyouthhub
.com

@langleyyouthhub

@fodlangley

The Langley Youth Resource Centre is located in the Township of Langley at 6275 203rd Street. This building is made possible with generous contributions from the Township of Langley, BC Housing, Rotary Clubs of Langley, Langley School District Foundation and private donors.

In 2014, a coalition of youth-serving organizations and advocates in Langley was created to address the health needs of youth in our community. Together, we created the Langley Youth Hub.

The Resource Centre is home to the Langley Youth Hub, a resource that provides drop-in support and services to youth ages 12-24. Also attached is Fox House, a transition to semi-independent living program through the Ministry of Child & Family Development.



Friends of Dorothy

Drop-in programming for youth aged 12-24 of the LGBTQ2S+ community that operates as a youth-led, peer support group to facilitate connection with peers, allies and staff in an inclusive and safe environment.

48 youth in program
14 new intakes
17 average age accessing services

Langley Youth Hub

Drop-in programming for youth aged 12-24 that runs twice a week, providing access to a variety of services under one roof, including counselling, primary care, housing support, outreach support, connection to community, resource navigation, and more.

335 youth in program
188 new intakes
16.5 average age accessing services
16 new youth per month average
22 average drop-in service attendance

Youth Housing Placement and Support

In the latter part of 2019, Encompass Support Services Society was successful with receiving a grant for the Youth Housing Placement and Support Worker position. The Youth Housing Placement and Support Program offers support to youth who are experiencing any barriers to housing, are at risk of being homeless, or are currently homeless. The outreach worker works with all youth in all areas of their lives, including family members, school officials, court officials when necessary, peers, and other service providers.

20 youth accessed this program
17.5 average age of youth accessing services

Raising of the Pride Flag,
City of Langley, 2019



Vancouver Pride Parade,
2019

“The youth count on the Hub. Some of them, it may be for their first hot meal of the day, maybe even the week. And for others, it’s just a place where they can go and have fun and let their guard down and feel safe. The space is phenomenal, I’ve never felt so comfortable in a space - ever.”

The youth resource centre relies heavily on contributions from a wide range of community partners.

THE LANGLEY YOUTH RESOURCE CENTRE

Youth Justice Programs

These programs include Curfew Checks, Community Work Service (CWS), and Intensive Supervision and Support (ISSP).

41 youth in program; 31 new referrals

Highlight: Expanded our ISSP services by developing modules about topics relevant to the Youth. Modules on relationships, conflict, and coping were most commonly chosen.



Youth Transition Programs

Includes Pre-Transition Support, Independent Living and Youth Agreements.

34 youth in program; 20 new referrals
average age of client: 16



Good News Story: Encompass worked with a youth for over 3 years. During this time the youth stopped using drugs, found secure, safe and stable housing, and vastly expanded their support system. Strong rapport was built with the youth worker which enabled this participant to open up about emotions and difficult past experiences. Through the work with our agency, the youth developed a knowledge base and skill sets in a variety of areas that will benefit them in transitioning to adulthood, including but not limited to financial literacy and budgeting, housing, and education.

Family Mediation & Reunification Programs

Includes Parent Support Program, Connect Parent Group, Parent-Teen Mediation, and Family Strengthening Program.

64 in program; 62 new referrals

Good News Story: We received a referral to our Family Strengthening Program after a youth was removed from their home. Over the past year, the worker was able to help this young person re-integrate back into their home. The worker was able to create a successful safety plan with the family, strengthen anger management abilities, and build communication and problem solving skills within the family. The young person has been residing back at their parents' home for several months now with no further incidents of verbal or physical abuse.

Youth Emergency Receiving Homes

Two of Encompass two, 2-bed, Emergency Receiving Homes, designed to provide short-term housing to youth ages 12 – 18, referred to us by the Ministry of Child and Family Development.

These homes are fully staffed 24/7 and provide client-centred support to youth who require stabilization, assessment or short-term emergent housing.

From 2019/2020, our homes provided services to 25 youth referrals. Of these youth served, 11 referrals were placed at Cardinal House, 13 referrals were placed at Topham House.

Specialized Resources

Fox House is a transition to semi-independent living program delivered in partnership between the Ministry of Children and Family Development and Encompass.

This program typically supports youth ages 16-18, who are working towards independence and are still in the care of MCFD. Youth generally will stay at Fox House for a period of six months to a year.

From 2019-2020, Fox House provided services to 2 youth. Of these youth, one aged out of our care and we had an opportunity to begin providing this youth with continued supports through outreach.

For the 2019/2020 year, Encompass Residential Services included the following programs:

2 Youth Emergency Receiving Homes contracted through MCFD

**Cardinal House
Topham House**

1 Semi-supportive Youth Transition Home

Fox House



**INTEGRATED YOUTH AND
FAMILY SERVICES**

**RESIDENTIAL PROGRAMS
AND SERVICES**

CLINICAL COUNSELLING

For more information about Clinical Counselling Services:

www.encompasscounsellingservices.com

P: (604) 534-2171

To find out more about General Counselling Services
Extension: 108

To find out more about the Trauma Therapy Program
Extension: 104

To find out more about the SASS Program
Extension: 108



Kristin Coyne, Ph.D., RSW
Clinical Manager



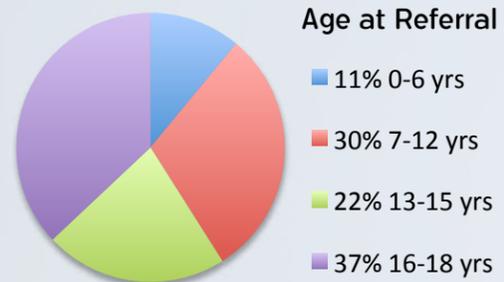
Jesslyn Linden, MSW
Clinical Coordinator & Counsellor



Semhar Ghedela, MAMFT, CCC
Clinical Counsellor

Sexual Abuse Support Services Program (SASS)

Professional counselling, education and support for children and youth, up to the age of 18, who have experienced sexual abuse and sexual assault. This program also provides counselling for individuals 12 years and under who display sexualized behaviours. The SASS program is a free, confidential service funded by the Ministry of Children and Family Development.



1129.25 hrs. of client service
27 in program
46 new referrals
86% goals achieved

Trauma Therapy Program (TTP)

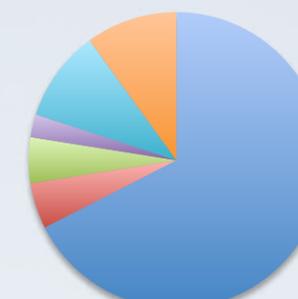
This is a fee-for-service program. We work with individuals, of any age, who have experienced trauma. This includes, but is not limited to: abuse, assault/violence, motor vehicle accidents, significant bullying, neglect, first responder experiences, natural disasters, and war.

40 in program; **35** new referrals



Age at referral

- 10% 0-6 yrs
- 30% 7-12 yrs
- 15% 13-15 yrs
- 17.5% 16-18 yrs
- 10% 19-29 yrs
- 17.5% 30+ yrs



Funding

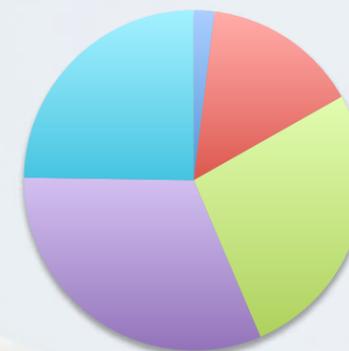
- 67.5% BC CVAP
- 5% MCFD
- 5% FVACFSS
- 2.5% School District 35
- 10% Private Donor
- 10% Paid Privately

“Able to ground myself in the present moment more, changed my view on myself in distressing moments, better self-talk.”

Access to Integrated Mental Health Program (AIM)

The AIM Program, offered until September 2020, was a free program for individuals of any age who experience mild to moderate symptoms of anxiety or depression, stress, or interpersonal challenges. This program was staffed by Master’s level counselling students, as well as Master’s level counsellors who provided direct counselling services and supervise our counselling students. Similar services are available through our General Counselling.

124 in program; **344** new referrals



Age at referral

- 1% under 13 yrs
- 15% 13-18 yrs
- 27% 19-29 yrs
- 32% 30-59 yrs
- 25% 60+ yrs

At the time of discharge; clients experienced:

88% decreased depression scores
85% decreased anxiety scores

In 1994, FAYSS was contracted to provide Sexual Abuse Intervention services, which allowed for one Master level therapist to provide 24 hours a week of sexual abuse/play therapy. This contract allowed us to offer our “Sexual Abuse Support Services” Program, as it is still called today.

“I always looked forward to each session. Each one helped. It helped with communication skills, coping with my experiences that led me here, I felt heard... always felt very comfortable in the environment even if an exercise felt intimidating.”

FINANCIAL REPORT

Resource Allocation 2019-2020



Children and Youth Services & Housing



Promotion and Protection of Health



Employment Preparation and Training



Family & Trauma Counselling



After-School Programs



Literacy Programs



Other

(year ending March 31)

Assets	2020	2019
Cash and Short-Term Investments	\$1,173,270	\$704,586
Other Current Assets	\$109,756	\$66,850
Capital Assets, Net of Amortization	\$1,054,998	\$1,057,356
Other Long-Term Assets	\$3,281	\$203,588
Total Assets	\$2,341,305	\$2,032,380
Liabilities and Deferred Contributions		
Payables and Other Accruals	\$393,432	\$304,820
Deferred Contributions		
Provincial Contracts	\$60,216	\$39,823
Federal Contracts	\$119,749	-
Other Contracts and Grants	\$159,112	\$99,223
Donations	\$49,705	\$39,287
	\$388,782	\$178,333
Deferred Capital Contributions	\$990,021	\$1,020,793
	\$1,772,235	\$1,503,946
Net Assets		
Internally Restricted	\$15,379	\$16,708
Invested in Capital	\$64,976	\$36,562
Unrestricted	\$488,715	\$475,164
Revenue		
Provincial Contracts and Grants	\$2,815,999	\$2,228,909
Federal Contracts and Grants	\$585,113	\$344,308
Other Contracts and Grants	\$511,778	354,679
Donations, Fees, Interest	\$282,246	\$213,859
Deferred Capital Contributions Realized	\$85,716	\$69,359
Total Revenue	\$4,280,852	\$3,101,114
Expenses		
Personnel and Related Costs	\$3,137,237	\$2,326,300
Occupancy Costs	\$294,267	\$225,342
Subcontracted Agencies	\$208,691	\$171,984
Program and Client Support Costs	\$184,551	\$176,686
Office Costs, Fees, Dues, and Insurance	\$119,107	\$98,238
Amortization of Capital Assets	\$112,952	\$77,113
Participant Allowances	\$71,853	-
Travel and Vehicle	\$65,531	\$58,790
Gifts to Qualified Donees	\$35,000	-
Advertising and Promotion	\$11,027	\$7,943
Total Expenses	\$4,240,216	\$3,142,396
Expenses by Program Area		
Children and Youth Services/Housing	\$3,045,551	\$2,351,227
Promotion and Protection of Health	\$410,831	\$376,699
Employment Preparation and Training	\$255,238	-
Family/Trauma Counselling	\$170,530	\$56,671
After-School Programs	\$77,394	\$81,846
Literacy Programs	\$59,936	\$71,226
Other	\$220,736	\$204,727

- **Anonymous Donors**
- Aldergrove Credit Union
- Backyard Vineyards
- BC Housing
- BCAA
- Bee Fun Women's Society
- Canadian Tire
- Children's Foundation
- City of Langley
- Coast Capital Savings
- Costco Wholesale
- Envision Financial & Envision Financial Community Endowment
- First West Foundation
- Foresters Financial
- Fraser Health Authority
- Fraser Valley Aboriginal Children & Family Services Society (Xyolhemeylh)
- FreshCo. Aldergrove
- Gateway of Hope
- Government of Canada
- Green Shield Canada
- Home Depot Canada Foundation: The Orange Door Project
- Home Depot Langley
- Inclusion Langley
- Indigenous Child and Youth Mental Health
- JD Farms Turkey
- Jewish Foundation
- Kwantlen First Nation
- Langley Animal Protection Society
- Langley Child Development Centre
- Langley Community Services Society
- Langley Division of Family Practice
- Langley Environmental Partners
- Langley Literacy Network
- Langley Meals on Wheels
- Langley Memorial Hospital Foundation
- Langley RCMP
- Langley School District #35
- Langley School District Foundation
- Langley Youth and Family Services
- Living Waters Church Fort Langley
- Lower Fraser Valley Aboriginal Society
- Lu'ma Native Housing
- Marcon Construction
- Ministry of Child and Family Development
- Otter Co-op
- Parish of St. George
- Public Health Agency of Canada
- Royal Bank of Canada
- Soroptimist International of the Langleys
- Sources Food Bank
- Stepping Stone Community Services Society
- SurreyCares Community Foundation
- The Candyman
- The Funny Farm
- The Vancouver Foundation
- Town & Field Church of Langley
- United Way of Fraser Valley
- United Way of the Lower Mainland
- Vancity Credit Union
- Vancity Community Foundation
- Youth Unlimited
- YWCA
- **Visit us online for the full list!**

Supported by Encompass:

Funny Farm

Home to a space that provides the opportunity for love and listening.
funfarm.org

CAPC Coalition

The Community Action Program for Children provides long term funding to community coalitions to deliver programs that address the health and development of children.

Langley Literacy Network

Bringing together community organizations, outreach workers, schools, teachers, and community members to promote and develop literacy in Langley.

89 adults participated in literacy programs
2021 children participated in literacy programs
300 youth participated in a literacy program
2635 books were given out
600 books distributed in the Books 4 Kids initiative
294 books were distributed for the A Book 4 You event
106 students participated in the Reading Buddies program
1315 books were given out at the 2019 Wrap A Read event

Phone: (604) 617-5140
langleyliteracynetwork.com

WHY Clinic

In partnership with the Langley Division of Family Practice, Fraser Health Authority and Langley School District 35.

Aldergrove Starfish Backpack Program

Provides over 50 backpacks to children in the Aldergrove community.

Seamus Gee Legacy Project

Supports local students to access Trades programs, as well as community and school sports programs.

Thank you for your continued support and collaboration!

SOME OF OUR PARTNERS, STAKEHOLDERS AND SPONSORS

As a non-profit organization, we pride ourselves on fiscal responsibility and utilizing community dollars to provide free, accessible programs to the community. Financial statements are audited by Chartered Professional Accountants on an annual basis.

CONTACT US,
CONNECT WITH US!



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@langleyyouthhub
@fodlangley
support@encompass-supports.com

