



encompass
support
services
society

2021 ANNUAL REPORT

Strengthening Community!

www.encompass-supports.com

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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.

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.

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*

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. We treat everyone with dignity and respect; and foster an accepting, inclusive, and 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.

Message from the Board President

Hattie Hogeterp,



"When I wrote the annual report last year I did not expect to still be talking about the COVID 19 pandemic and its impact, in this year's report. It has been a long haul."

The Board couldn't be more proud and appreciative of our dedicated staff as they continued to adjust and pivot through climbing COVID numbers, new restrictions, and changing protocols. Sustaining energy and enthusiasm for such an extended period of ongoing challenges is not easy, but our staff never wavered. They steadfastly continued to focus on meeting the needs of the community, adjusting and improving services and programs as required. The continued success and growth of Encompass during this challenging year can only be attributed to the leadership and hard work of our Executive Directors and our staff.

Like the staff, the Encompass Board also had to pivot. All Board meetings this year were done via Zoom. It's a credit to the Board that despite the rather steep learning curve for some of us in adjusting to this new format, a lot of work was accomplished. I want to thank the Board members and the Executive Directors for their patience and support as we too worked our way through a different way of doing things.

Despite the pandemic the agency has moved ahead with important projects. Last year Encompass was awarded the contract for establishing a Foundry program in Langley. Since then ongoing work has been done to bring this project to fruition. As always, Encompass values and embraces partners in all the work we do. We can't do that work without them. In the case of Foundry, we have been fortunate to find a partner in the Langley Memorial Hospital Foundation. The Foundation has become a key partner in raising the funds needed to completely refurbish the recently purchased Eastleigh Building for the Foundry program. Foundry is slated to open early 2022.

Message from the Board President

Continued...

In order to accommodate the re-purposing of the Eastleigh Building, the administrative and program staff were re-located to our new office space at #103 - 20230 64th Avenue, Langley.

It has been a pleasure to work with all members of the Board – Rob Bittner, Kim Davis, Lisa Meneghello, John Pusic, and Grace Stewart. It will be sad to lose two of our long-time members, John and Grace, who are retiring from the Board. Both are valued Board members who have given freely of their time and talents. John has been on the Board since 2012 and has played a leading role in establishing our strong relationship with the Langley School District, one of our valued partners. Grace has been with the Board since 2013 and has served as treasurer through all of that tenure. As a CPA, she generously shared her wealth of financial knowledge with the Board. She not only ensured that all our financial systems worked properly, but also helped the rest of the Board gain a greater understanding of the agency's financial workings. Both John and Grace have been part of the Board through some very challenging and formative times. Their thoughtful input and strong voices will be missed.

We've operated with a relatively small Board for the last few years, and with the retirement of John and Grace it is time to renew and expand Board membership. We have six excellent candidates for positions on the Board; and we look forward to introducing them at the AGM.

Once again, the Board wants to recognize the Encompass staff. It is our staff who make the agency what it is, who make it successful, who make it grow, but most important of all, who positively impact the lives of the people they serve.

Warmly,

Hattie Hogeterp



The ESSS Board of Directors



Our organization is governed by a voluntary Board of Directors whose role it is to approve policy, provide strategic direction and financial stewardship on behalf of the organization, and provide support and direction to the Executive Director(s) of the organization.

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 Trustees 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 an educator and literary consultant, working with LGBTQ2S+ literature for young people. Along with teaching courses, giving talks, and writing educator guides, Rob enjoys working within the local community to find ways of supporting LGBTQ2S+ youth and families, including through engagement with the Youth Hub and other local groups and initiatives. You can find out more about him and his work at <http://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.

Lisa Meneghello (Secretary) 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.

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 initially worked in finance, transitioned into the charitable sector 11 years ago, and gained extensive experience from both the funder and fundraising side. Kim currently works for Surrey Public Libraries as Interim Manager of Philanthropy, 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.

Message from our Executive Directors

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

Encompass Support Services is honoured to learn, work, live and play on the ancestral, unceded, traditional lands of the q'w'a:ńł'əń (Kwantlen), q'ícəy (Katzie), Matsqui, and SEMYOME (Semiahmoo) First Nations, now recognized as the Langleys. Our agency has much to celebrate this year, but we also acknowledge we have much to give space for and to reflect on moving forward into 2022.

With recent discovery of the buried remains of Indigenous children at Residential Schools across our country, we are walking alongside our Indigenous partners, colleagues and community; using this time to pause, listen, learn and support where we are welcomed. We honour the children who died and never returned home from Residential Schools; and we offer support and care for those children and families who survived yet carry with them the scars of this tragic legacy. In our efforts to work towards a place of reciprocity, we recognize the gifts of the traditional, cultural practices of the First Peoples and how they can contribute to and enrich our agency's services.

2021 has reminded us of the responsibility we carry as an organization. We continue to stand in allyship with our colleagues and partners against racism and discrimination. As an organization, we acknowledge our positions of privilege and power and the responsibility this entails. This includes recognizing systemic oppression and the impacts this has on our community, and using our positions of power to advocate for change. We all have an obligation whether that is as individuals, as an Encompass team, or as an organization within a greater community, to celebrate our diversity and to stand for social justice.

Message from the Executive Directors

Continued...

This past year has been challenging in many ways, specifically the COVID-19 pandemic which impacted us all. It brought to light the many needs that still exist within the Langley's, while also highlighting the strength of our community and how we showed up to support one another. We are extremely proud of how Encompass staff continued to pivot during this difficult year, embracing their roles with passion and resilience. We also recognize how our colleagues and teams made personal sacrifices, working to balance their own lives with expectations of work. Our teams challenged Leadership to come alongside them in their response, pushing us to ensure they had the tools needed to effectively meet the evolving needs of our community. In this last fiscal year (2020-2021), our agency supported individuals and families with an additional \$350,000 in direct client support. This included emergency rent and utility payments, groceries, meals, access to technology, and increased mental health supports. Encompass employees and teams went above and beyond this past year and we want to ensure everyone gets the standing ovation they deserve.

We have learned a great deal through our experiences in this global pandemic; and as we move forward, we have much to be excited for – strong community partnerships, new opportunities and enhancements to our programs. Just around the corner, in Spring 2022, is our highly anticipated opening of Foundry Langley, which will provide integrated supports to youth aged 12 to 24 and their families. We have a great team of cross-sectoral partners who have continued to support and build momentum for this initiative, of which we are beyond grateful for. We are eager to begin delivering services at our newly renovated location at 20616 Eastleigh Crescent; and we could not have done any of this without our dedicated team and the many community partners who stand alongside us to strengthen services for the Langley community.

Respectfully,

Christine McCracken & Loren Roberts



Foundry Langley

Project Updates

Encompass was awarded a Foundry site in the Summer of 2020. Foundry is an integrated health, wellness and social services centre for youth aged 12-24 years and their family members. The five core services offered within a Foundry centre are: mental health services, substance use services, primary care (physical and sexual health), peer support, and social services. The Langley community has been busy working towards the development of the future Foundry Langley, which is set up to open in the Spring of 2022. The future Foundry Langley site will be located at 20616 Eastleigh Crescent, the former main office of Encompass.

Foundry Langley is a collaborative effort, with community partners coming together to determine what the service delivery model at our local centre will be. Encompass has partnered with the Langley Memorial Hospital Foundation to complete a fundraising campaign to make this vision a reality. Design development has been underway for this Centre, with construction of the site set to kick off in September 2021. This Centre aims to bring existing services together to simplify service access for young people and their families, to address some gaps in service and to offer walk-in supports to youth. We look forward to this Centre opening next year!

Youth & Family Advisory Committees

Foundry is created with and for young people and their families/caregivers. In order to ensure we meet the needs of youth, we go to the experts – youth and families/caregivers themselves. Through meaningful engagement, youth and family members/caregivers are viewed as partners, which improves services in every way. Thank you for volunteering!



Sonia Taylor, Kerry Campbell, Margie, Tammy, Mike Gee & Kristen Best

Mikayla Wilkie, Deniz Yayan, & Leonarda Ognjenovic

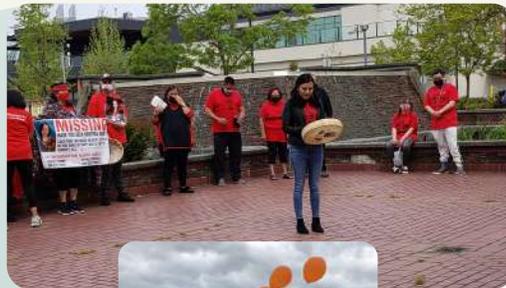
And other youth and family members who chose to remain anonymous.

Standing Together

We stand in support with our Indigenous friends, neighbours, partners and community members across Canada affected by the discovery of the remains of numerous children on the grounds of former Indian Residential Schools located across Canada.

Let's make this a time to pause, to listen more, to speak less, and to reflect. In being allies, we commit to educating ourselves and to truly understand the role we play in this journey working towards change.

"We have gained a better understanding of how this has affected the Indigenous community and families. We recognize the need for culturally-responsive resources for young Indigenous children and families within our community. We want to be able to network to promote a greater understanding of Indigenous history, culture and teaching and be an advocate and support programs in the future." O-12 Staff Team



Statement of Reconciliation & Land Acknowledgement

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 take place on the unceded, ancestral and traditional Indigenous lands of the Coast Salish People. This includes the territories of Kwantlen, Katzie, Matsqui, and Semiahmoo First Nations. and the Metis and Inuit people that make Langley Their home.

Thank You for Your Years of Service

Service Awards for
October 1, 2020 - September 30, 2021



10 years:

Jodi Van Aert
Jesslyn Linden



5 years:

John Chandok
Jen Kawin



Adrienne Barnett



Programs and Services

Agency Directory

Child and Family Programs and Services

- Family Place
Phone: (604) 856-1664
- Pregnant and Parenting Youth
Phone: (604) 532-2772 ext. 302
Fax: (604) 530-2734
- Best Babies of the Langleys
Phone: (604) 530-2772 ext. 301
Fax: (604) 530-2734
- Nobody's Perfect Parenting Program
Phone: (604) 856-1664
- Community Outreach
Phone: (604) 856-1664
- Early Years Family Navigation
Phone: (604) 856-1664
- Spanish Family Programs
Phone: (778) 808-1478
- LEC Childcare Centre
Phone: (778) 726-4994

Youth and Family Programs and Services

- 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
- Specialized Home Support Services
Phone: (604) 534-2171
Fax: (604) 534-8802
- Bridges Youth Employment Program
Phone: (604) 866-8938
Email: employment@encompass-supports.com

Clinical Counselling

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

Contact our Program Leadership Team

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Jesslyn Linden
Clinical Coordinator
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(604) 534.2171 ext. 108

Jennifer Kawin
Langley Youth Resource Centre Coordinator
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(604) 546-1130 ext. 201

Family Place

Children & Family Programs and Services



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.

- 92 unique adults were served
- 154 unique children were served
- 2 Indigenous adults and 2 Indigenous children were served
- 3 dads attended programing
- 50 families were provided with a Thanksgiving meal
- 644 children's activity packs were given to families

When the program closed in response to the pandemic, the Family Place team started providing daily phone support to families, checking in to see how they were doing and if they needed any resources. We provided some hygiene products to some families who had to self-isolate; and shifted our focus on supporting food security weekly or as the families needed it. Families in need were supported with food and gas gift cards. We also connected families with other community food sources. Many activity packs and raffles were given out, with our focus on "Family" and connecting with each other. Each month was a different theme of activities such as family baking, planting, indoor/outdoor scavenger hunts, sensory activities, family games, arts and crafts, bubbles and sidewalk chalk. We offered social-distanced, outreach visits outside if the families needed it. We were happy to open our doors to limited numbers in October 2020; and started hosting field trips and group activities in the parks.

"I feel that we were able to connect with families on a more personal one-on-one level as parents needed more support emotionally and they thrived on daily phone support and that physical connection when we dropped things off for them. I feel they felt more secure in their mental health especially during this time of need. We never would have had this connection if the pandemic did not happen." FP Staff

Pregnant & Parenting Youth

Children & Family Programs and Services



Our Pregnant and Parenting Youth (PPY) supports offer a variety of programs and services to pregnant and parenting youth up to age 25.

- 37 unique individuals were supported through outreach
- 27 unique individuals were supported in group programs
- 27 Holiday gift bags given to families which included: cookies in a jar, book, hot chocolate, watch, soap and bears for the children
- 3 field trips were held at outdoor locations
- 1 virtual slideshow was created to share with the groups and celebrate Mother's Day remotely



To adjust to the pandemic, the PPY program found creative ways to run virtual groups and keep clients engaged, such as delivering crafts or baking supplies to participants before the group session and then completing the activity together virtually. Amidst the pandemic restrictions, the program established a great partnership with the Douglas College Nursing Program for student nurses to attend some weekly groups and present on health topics. In-person visits had been a big part of the support provided to clients, so this shift presented many challenges. Participants needed to find their own transportation, visits were subject to changes due to provincial restrictions and outdoor visits held in undesirable weather conditions sometimes made completing tasks difficult. However, groups and visits have been safely running in person since October. Participants have the choice to continue attending groups via Zoom or to attend in person.

"K. has helped me through a very tough year. She was always there to talk when I felt nervous or unsure about what was happening. She kept me calm and made me feel like everything was going to be ok. She always knows how things work and all the resources. Can't thank her enough."

Best Babies of the Langleys

Children & Family Programs and Services



Best Babies provides individualized support during pregnancy and up to three months after baby's birth; and group support up to one year postnatal. 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.

- 91 virtual meetings were held between our two groups (Aldergrove and Langley)
- 9 speakers covered specific topics on maternal and infant health, as well as community resources
- 6 nutrition topics to enhance food literacy skills and nutrition knowledge were presented to the parent groups
- 2 outreach workers continued to provide 1-1 support to women up to 3 months postpartum
- 7 months - staff teams delivered frozen meals and groceries to participants on a weekly basis. Meals were also distributed in a drive through at our Family Place.
- 66 women were supported this year (44 prenatal and 22 postnatal)

Nobody's Perfect Parenting Program

Where parents of young children meet and discuss real-life parenting situations. All groups are supported by a trained facilitator who guide parents through discovering positive parenting strategies and provide parents with a break from everyday parenting stress.

- 6 weeks of Nobody's Perfect Parenting Program was offered in a virtual format to the Spanish Family Power participants from May to June 2021
- 13 adults and 21 children participated to learn more about boundaries and routine, time management, independent play, etc.



Community Outreach

Children & Family Programs and Services



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 Woman's Resource Centre, Langley Child Care Resource and Referral, Langley Health Unit, Pregnant and Parenting Youth, Nobody's Perfect, Hope for Women, Aldergrove and Langley Food Banks, local food hubs and other community events.

Community Outreach adjusted their services this year in response to the pandemic by picking up and delivering food to clients who were auto-immune deficient, supporting clients with registering and booking their COVID-19 vaccinations and locating vaccination clinics in their area. Supports was also provided to families applying for CERB and the BC Relief Benefit. Increased mental health support and navigating online meeting & appointment platforms such as Zoom and Google meetings were also provided to clients in need. Support with technology and help accessing devices was offered so clients could stay in touch with family members, friends and their community supports. Though guest speakers were limited during the year, facilitators were able to book the Infant Development Program, a nurse from Langley Health Unit who spoke to participants virtually about sexual health, and a pre-natal and post-natal fitness instructor and dietician.

"Thank you for keeping my children's bellies full! The food support has been a huge help and we are very grateful"

—

"I could hug you if it were allowed! This feels like Christmas! I can connect with Infant Development Program again!" From a client who received a tablet to continue receiving support and community outreach online during the pandemic."

Early Years Family Navigation

Children & Family Programs and Services

- 812 adults and 998 children participant contacts
- 10 Indigenous adults and 33 Indigenous children
- 125 adults and 151 children identified as new contacts
- 43 individual referrals were received



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. The Early Year Navigator is a collaborative partnership between Encompass and Inclusion Langley.

This year, Navigation shifted to offer virtual groups when in-person groups were not an option. Navigators also attended virtual groups on a regular basis to help keep a connection with families and build rapport. They also called families more frequently to check in and let them know about virtual offerings, as well as helped them access Zoom and assess needs. Meals were provided to families on a weekly basis, as well as periodic fun packs to keep regular contact with families and keep families connected to programs. This also helped with food security issues, financial issues and provided emotional support.



"We especially thank you N, for helping us access the resources that our family needed. You created accessibility for us to gain support from these programs during this time of need amidst the COVID-19 outbreak. You also did it professionally and personable without making us feel at least uncomfortable. This has been the first time for us to reach out for assistance and the first to receive this much support, so we want to express our gratitude."

Spanish Family Programs

Children & Family Programs and Services

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.



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.

- 15 years of Family Power programming was celebrated
- 33 unique adults and 37 unique children attended programs
- 41 sessions were held virtually, 4 of them for the children
- 20 families were provided with a Thanksgiving meal
- 11 guest speakers presented to families
- 51 activity bags were distributed from February - April
- 2 field trips were done at the park and to the Apple Barn

“Having weekly virtual meetings helped me reduce the isolation and the stress during the pandemic. As a group, we were able to support each other, some were struggling more than I was, and together we developed resilience.”



LEC Childcare Centre

Children & Family Programs and Services



Langley Education Childcare Centre supports 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 and free child care program on site for parents while they attend school.

- 26 children were provided services
- 15 flannel boards with two flannel stories were made for families to do with their children, to focus on literacy
- 21+ activity bags were distributed to the children registered in the program
- 1 Discovery Centre with a Science Table was created for the children in the space to explore and learn



"I love the program and they helped me with my studies [while] my 2 year old son was at the day care at Langley Education Center. I really appreciate all the help that I received there, especially with A that helps [my child] to stay safe and happy."

When the LEC Childcare Centre closed after Spring Break, our Early Childhood Educator moved up to Family Place to provide phone support to the parents and to help with resources they needed. Services also shifted to outreach with the families. Many families were struggling financially, so LEC staff were able to deliver gas and food gift cards to help them. Families were connected with on a weekly basis, and meals and activity bags were delivered to families. Virtual meetings were held each week for an hour and a half, which included a parenting topic each week and a few guest speakers. Circle time was also added at the end of the session for any children who wanted to participate with our ECE. As restrictions eased, programs were able to have a social-distanced field trip. When September came around the LEC was able to open, though registration was lower with young parents being cautious, the group supported a diverse range of parents and children.

The Langley Youth Resource Centre

Youth Programs and Services



The Langley Youth Hub offers drop-in programming for youth aged 12-24; providing a variety of services under one roof, including counselling, primary medical care, housing support, outreach support, connection to community, resource navigation, and more.

Due to COVID-19, the Langley Youth Hub had to suspend drop-in services and pivoted in March 2020 to support the community as a whole during the pandemic. Youth Hub staff purchased and delivered large quantities of groceries to families connected with the United Way's School's Out Program who were impacted by COVID-19 restrictions.

The Youth Hub also worked closely with our Hub Coalition partners, volunteers and service providers to ensure youth still had access to the services they needed by putting together activity and meals kits, and switching over as many services as possible to telehealth sessions.

An exciting addition to the Langley Youth Hub services was the Mobile Dental Clinic, made possible through our new partnership with Fraser Health. The clinic offers free dental services to youth and families in our community. This service began in March of 2021 and we expect it to continue throughout the next year.

Last but not least, we would like to thank all of our wonderful volunteers at the Langley Youth Hub. We could not keep our Hub programs running without all of their valuable support!

Services Available at the Langley Youth Hub

- Mental Health & Primary Medical Care
- Harm Reduction & Substance Use Support
- Family Functioning/ Relationship & Parent Support
- Indigenous Culture Programming
- General Health and Well-Being Support
- Arts, Culture & Recreational Programming
- Social/Life Skills Development & Training
- AND MORE!



The Langley Youth Resource Centre

Youth Programs and Services



Connections the Langley Youth Hub made through the last year:

- 213 youth used counselling services
- 103 youth visited the doctor
- 4 youth used Mobile Dental Clinic
- 375 youth received support offered through the Youth Hub
- 176 youth supported with groceries and basic needs
- 65 activity kits provided
- 17 grab and go meals distributed
- 1,043 total contacts

"Good news story. We were able to connect a parent needing support with their son, who was heavily addicted to substances, to the appropriate services. The parent reported that our Youth Hub Navigator had been the most helpful person they had spoken to regarding their concerns."



Friends of Dorothy Langley

- Drop-in programming for youth aged 12-24 of the LGBTQ2S+ community.
- 33 youth in group
- 10 groups offered

Youth Street Outreach

- Services for youth throughout Langley who are in need of connection to community resources, at risk of homelessness or those at risk of sexual exploitation.
- 26 youth in program
- 15 was the average age of youth accessing services

Youth Outreach (New Service!)

- Through this last year of COVID-19, the Langley Youth Hub collaborated with our Youth Street Outreach program and community service providers, to deliver as many of our services as we could in an outreach capacity, meeting youth in their home communities.
- 2,205 total youth contacts
- 245 was the monthly average of youth supported

Youth Housing Placement and Support

- Support for youth who are experiencing any barriers to housing, are at risk of being homeless, or are currently homeless.
- 55 youth in program; 45 new referrals
- 19 was the average age of youth accessing services
- 21 youth supported in finding sustainable, stable housing

Integrated Youth & Family Services

Youth Programs and Services



Youth Justice Programs

Includes Curfew Checks, Community Work Service (CWS), and Intensive Supervision and Support (ISSP).

- 38 youth in program; 19 new referrals.
- 16.5 was the average age of client.

Youth Transition Programs

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

- 48 youth in program; 37 new referrals
- 16 was the average age of clients



"Good News Story: A youth had reported being very withdrawn and having minimal social skills and after only a few meetings this youth felt like they had found their voice and had so much to talk about each time the worker met with them. Being able to spend time weekly discussing the things they enjoyed created a level of engagement that has created an eagerness to gain new skills."

Family Medication & Reunification Programs

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

- 67 in program; 66 new referrals

"Good News Story: The Virtual Parent Support Group which was held last year assisted parents and caregivers in learning new approaches to take when dealing with conflict. One participant shared that she enjoyed the material presented and was appreciative of it being held through an online platform. She expressed she felt supported through this pandemic because of the ease and accessibility of the groups. The weekly meetings, presentations, and dialogue between participants assisted in her feeling like she was not as isolated as she had believed she was."

Specialized Home Support Services

Youth Programs and Services

Youth Emergency Receiving Homes: Cardinal and Topham House

Both of Encompass' 2-bed, emergency receiving homes are designed to provide short-term housing to youth ages 12 – 19, referred to us by the Ministry of Child and Family Development. These homes are fully staffed 24/7 and provide client-centered support to youth who require stabilization, assessment or short-term emergent housing.

- 19 youth referrals to our emergency receiving homes were provided services.
- 10 referrals were placed at Cardinal House
- 9 referrals were placed at Topham House

Youth Specialized Housing

Long Term Supportive Housing: Fox House

This year, our Fox House program experienced several transitions in an effort to meet the current needs of youth in our community. Fox House started this reporting year as a Transition to Independent Living Program. From August – November 2020, Fox House temporarily changed to a 24/7 staffed emergency receiving program due to the lack of emergency beds in our region.

On December 1, 2020, Fox House officially became a 24/7 staffed, 2-bed, long term supportive housing program, designed to provide a safe space and supports to youth who identify as part of the LGBTQ2S+ community, and who are between the ages of 12 -19. Staff work with youth from a supportive, client-centered and anti-oppressive practice framework to ensure youth receive the supports and learn the skills necessary to transition to adulthood.

- 1 youth was supported through outreach to transition to an independent living program
- 3 youth intakes with our emergency receiving home
- 2 youth intakes with our long-term, supportive housing program



Bridges Youth Employment

Youth Programs and Services

Made possible through a funding contract with Service Canada, the Bridges to Employment Program began in October 2019 and ran until March 2021. The goal of this program was to provide youth ages 15 to 30, who faced multiple barriers to employment, with the skills and support to enter into the current labour market.

- 52 participants served
- 19 employed or self-employed
- 10 returned to school or stayed in school
- 2 applied for and were accepted into a post-secondary or trades school
- 6 were connected with community supports (i.e. mental health/substance use counselling, application to Persons With Disabilities, etc.)
- 6 continued to look for employment and training opportunities
- 19 youth completed Emergency First Aid & CPR/AED Level A training
- 20 youth completed FOODSAFE training
- 13 youth completed forklift training



Clinical Counselling

For more information about
Clinical Counselling Services:

[www.encompass
counsellingservices.com](http://www.encompasscounsellingservices.com)

P: (604) 534-2171



General Counselling Program

This is a free program for individuals of any age who experience mild to moderate symptoms of anxiety or depression, stress, or interpersonal challenges.

The program was supported this year (from May 2020 to March 2021) by 4 students (May through August) and the Emergency Community Support Fund administered through the United Way of the Lower Mainland. A grant through the Surrey Cares Community Foundation allowed for the hiring of 2 counsellors and the support of 1 Master's-level intern from September 2020 through March 2021. Despite the significant need for this program, unfortunately funding ended at the end of March 2021.

- 135 in program; 163 new referrals
- Ages at referral: 19% were under 13 years old, 33% were 13-18 years old, 16% were 19-29 years old, 22% were 30-59 years old, and 12% were 60 years old or older
- 84% decreased depression scores and 84% decreased anxiety scores at the time of discharge

“This was the first counsellor I have ever connected with, she is so kind and understanding. She really made a difference with my anxiety and depression and helped me overcome years of fears with my everyday life. She helped me feel like a normal, teenage girl.”

Clinical Counselling

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.

- 1112 hours of client service was provided
- 24 participants in program; 40 new referrals
- Age at referral: 12.5% were 0-6 years of age; 17% were 7-12; 33% were 13-15; and 37.5% were 16-18
- 40 treatment goals were identified, 85% of which were successfully achieved for discharged participants

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.

- 23 participants in program; 30 new referrals
- Age at Referral: 0% were 0-6; 22% were 7-12; 13% were 13-15; 17% were 16-18; 17% were 19-29; 30% were 30 years or older
- Funding: 43% BC Crime Victim Assistance Program (CVAP); 4% School District 35; 9% fully funded by private donor; 13% were partially funded by a private donor and partially privately paid; and 30% were fully paid privately
- Participants reported overall satisfaction with services, with improvement noted on symptoms of anxiety, symptoms of depression, communication abilities, and emotional regulation.

“Thank you so much for this service and to my counsellor! Thank you & I truly hope this service continues as it is much needed in the community, especially during these times of uncertainty!”

Langley Literacy Network

The Langley Literacy Network is a community literacy table made up of 30 literacy stakeholders and partners in Langley, and together we work towards creating literacy opportunities for Langley.

Phone: (604) 617-5140

Website: www.langleyliteracynetwork.com

- 69 adults participating in programs
- 300 children participated in Family Literacy Week
- 600 books donated to the SD35 Summer Reading program
- 177 students participated in the Reading Buddies program
- 1600+ books given out at the 2020 Wrap-a-Read event

Langley Literacy Network Programs:

- Community One-on-One Learning Program - 8 adult learners were paired with a one-on-one tutor, providing them with reading and writing support. Due to COVID-19, this program was held virtually.
- Aldergrove Conversation Circle - An opportunity for residents to practice their speaking and listening skills in a fun and drop-in manner.
- Wrap-a-Read - We were able to adapt and provide a book to every child registered with the Langley Christmas Bureau within our COVID-19 restrictions.
- Reading Buddies - This program saw an increase in numbers but was still able to offer virtual programming. Big buddies continued volunteering 1 hour a week for 12 weeks.

One benefit of our increased collaboration was with the Langley Children Committee, which allowed us to share resources and work on three projects that came to fruition this year.

- Family Tech Time - created a family dialogue tool meant to spark conversation between parents and teens about their screen use.
- Langley StoryWalk Project - an innovative and delightful way for children and adults to enjoy stories in the great outdoors.
- Welcoming Library - a pop-up, community conversation on immigration.



Supported by Encompass

Funny Farm

- A beautiful facility that is home to barnyard animals that have been adopted from various situations...they all have come to the Funny Fun Farm to live a life of respect and dignity.
- The Farm is not open to the public. In concert with the Langley School Foundation, specific opportunities to be part of The Funny Fun Farm are available for kids in the Langley School District as well as other special interest groups .

CAPC Coalition

- Community Action Program for Children (CAPC) provides long-term funding to community coalitions to deliver programs that address the health and development of children (0-6 years) who are living in conditions of risk.

Whole Health for Youth (WHY) Clinic

- In partnership with the Langley Division of Family Practice, Fraser Health Authority and Langley School District 35. The WHY Clinic runs on Fridays at 3 Langley schools between 12pm-3pm. Sessions were held virtually in response to COVID-19.
- Youth can connect with school counsellors or youth care workers to make an intake appointment for free & confidential access to a nurse practitioner & outreach worker.

Aldergrove Starfish Backpack Program

- The Starfish Pack Program started as a pilot project as a response to kindergarten students who were coming to school on Monday hungry.
- Starfish provides backpacks with 2 breakfasts, 2 lunches, 2 dinners, and snacks to these students each weekend of the school year.

Seamus Gee Legacy Project

- In an effort to keep his memory alive, the SGLP looks into different ways to do so and in a way that would be meaningful to Seamus.
- The Seamus Gee Legacy Project supports local students to access trades programs, as well as community and school sports programs.

Canadian Tire Jumpstart Charities

- Founded in 2005, Jumpstart Charities help kids overcome financial and accessibility barriers to sport and recreation in an effort to provide inclusive play for kids of all abilities. 100% of every donation made to a Jumpstart Chapter gets reinvested in that community—directly impacting local kids.
- As collaborators, Jumpstart allows Encompass to assist parents/guardians with their application process and help families overcome financial barriers.

Financial Report

Financial Highlights

	March 31	2021	2020
Assets			
Cash and short-term investments		\$ 1,122,580	\$ 1,173,270
Other current assets		124,899	109,756
Capital assets, net of amortization		3,047,133	1,054,998
Other long-term assets		3,690	3,281
		<u>\$ 4,298,302</u>	<u>\$ 2,341,305</u>
Liabilities & Deferred Contributions			
Payables and other accruals		\$ 544,140	\$ 393,432
Deferred contributions			
Provincial contracts		508,418	60,216
Federal contracts		11,486	119,749
Other contracts and grants		154,604	159,112
Donations		93,509	49,705
		<u>768,017</u>	<u>388,782</u>
Long-term debt		1,478,925	-
Deferred capital contributions		923,658	990,021
		<u>3,714,740</u>	<u>1,772,235</u>
Net Assets			
Internally restricted		15,054	15,379
Invested in capital		644,549	64,976
Unrestricted		(76,041)	488,715
		<u>583,562</u>	<u>569,070</u>
		<u>\$ 4,298,302</u>	<u>\$ 2,341,305</u>

Resource Allocation
(2020-2021)
& Expenses by
Program Area

Children & Youth Services/Housing

68%
\$3,278,004

Promotion & Protection of Health

8%
\$392,896

Employment Preparation & Training

11%
\$538,962

Family/Trauma Counselling

5%
\$235,289

After-School Programs

2%
\$29,101

Literacy Programs

2%
\$71,985

Services for Low- Income Persons

3%
\$142,581

Other

3%
\$129,222

	year ending March 31	2021	2020
Revenue			
Provincial contracts	\$ 2,997,977	62%	\$ 2,815,999 66%
Federal contracts	1,035,546	21%	585,113 14%
Other contracts and grants	556,203	12%	511,778 12%
Donations, fees, interest and other	170,338	4%	282,246 7%
Deferred capital contributions realized	72,468	1%	85,716 2%
	<u>4,832,532</u>		<u>4,280,852</u>
Expenses			
Personnel and related costs	3,547,962	74%	3,137,237 74%
Occupancy costs	294,829	6%	294,267 7%
Program and client support costs	263,980	5%	184,551 4%
Subcontracted agencies	221,570	5%	208,691 5%
Participant allowances	164,923	3%	71,853 2%
Office costs, fees, dues and insurance	129,333	3%	119,107 3%
Amortization of capital assets	100,552	2%	112,952 3%
Travel and vehicle	47,959	1%	65,531 2%
Interest on long-term debt	33,875	1%	- 0%
Advertising and promotion	12,057	0%	11,027 0%
Gifts to qualified donees	1,000	0%	35,000 1%
	<u>4,818,040</u>		<u>4,240,216</u>
Excess of revenue over expenses	\$ 14,492		\$ 40,636

Partners, Stakeholders, & Sponsors

Thank you for your continued support and collaboration!

- Anonymous Donors
- Aldergrove Credit Union
- BC Housing
- BCAA
- Bee Fun Women's Society
- Camo Friday
- Community Foundations of Canada
- Canadian Tire Jumpstart Charities
- Children's Foundation
- City of Langley
- Coast Capital Savings
- Costco Wholesale Langley
- Envision Financial & Envision Financial Community Endowment
- FamilySmart
- First Nations Health Authority
- First West Foundation
- Foundry BC
- Foresters Financial
- Fraser Health Authority
- Fraser Valley Aboriginal Children & Family Services Society (Xyolhemeylh)
- FreshCo. Aldergrove
- Gateway of Hope
- Government of 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 Society
- 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 Society
- MacBros Construction Inc.
- Marcon Construction Ltd.
- Ministry for Children and Family Development
- Ministry of Social Development and Poverty Reduction
- Options for Sexual Health
- Otter Co-op Aldergrove
- Pacific Community Resource Society
- Parish of St. George
- Public Health Agency of Canada
- Royal Bank of Canada Foundation
- Royal Bank of Canada Langley
- Service 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
- Township of Langley
- United Way British Columbia
- Vancity Credit Union
- Vancity Community Foundation
- WorkBC
- YWCA
- Visit us online for the full list!



CONTACT US, CONNECT WITH US!

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