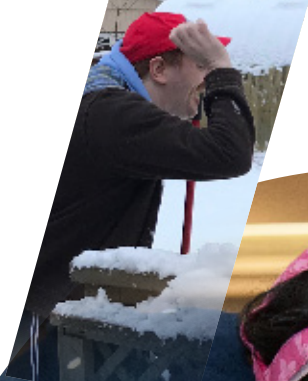


Community Social Services Employers' Association of BC

ANNUAL REPORT 2019



CELEBRATING
25

Our Vision

Deliver leading Human Resources and Labour Relations services that foster a sustainable, resilient and robust work force in social services.

Our Guiding Principles

- We value the work of our member agencies and recognize the contribution members make to their communities and the people they serve.
- We deliver quality services in a professional manner with honesty and respect. We facilitate a positive, productive and diverse labour relations environment within the social services sector.
- We embrace and promote the principles of Truth and Reconciliation.
- We work collaboratively with our members and government, value member input and support and promote open and honest communication.
- We are committed to best practices and seek to develop innovative solutions to labour relations and human resources issues.
- We recognize that we are a multi-employer association organized in three distinct divisions and we strive to balance the interests and aspirations of member agencies with the government mandate.
- We believe employees are our most important resource and support them to be the best they can be.

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Social Services Employers'
Association of BC
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1994-2019

We appreciate the vision of all our Board Chairs

1994 - Barbara Brett
1995 - 1997 - David Vawter
1998 - Ken Pauli
1999 - 2001 - Sherry Baker
2002 - CSSEA under public administrator
2003 - 2005 - Deanna Kratzenberg
2006 - 2007 - Paul Sibley
2008 - 2009 - Ellen Tarshis
2010 - Dale Cuthbertson
2011 - 2013 - Bill Fildes
2014 - 2015 - Anne Nikon
2016 - 2017 - Janice Barr
2018 - present - David Young

We also thank our previous CEOs for leading CSSEA over the last 25 years

1994 - Terry Pyper
1995 - 1996 - Jim Karpoff
1997 - Tim Beachy (*Acting ED*)
1998 - 2002 - John Neilson
2003 - Hugh Finlayson (*Interim CEO*)
2004 - Rick Mowles
2005 - 2011 - Lorne Rieder
2012 - present - Gentil Mateus





Photo credit: Community Living Victoria

About

The **Community Social Services Employers' Association of BC** (CSSEA) provides human resources, labour relations, research and knowledge management, and collective bargaining services to 192 members and 74 associates throughout the province ranging in size from under 10 employees to more than 600 and collectively employing more than 17,000 people.

Created in 1994 and based in Vancouver, CSSEA is the accredited bargaining agent for members and negotiates three sectoral collective agreements.

CSSEA members deliver a wide array of services to the people they support across BC in three service divisions:

- Indigenous Services (IS) formerly Aboriginal Services
- Community Living Services (CLS)
- General Services (GS)

Government and members rely on CSSEA to be a leader in human resources and labour relations in the community social services sector. Through stakeholder consultation and collective bargaining, CSSEA endeavours to build constructive and collaborative relationships with members, government, employees and unions, while continuing to attend to evolving membership needs.

CSSEA comprises four departments that deliver services to members and associates:

- Human Resources and Labour Relations (HRLR) Services
- Research and Knowledge Management
- Communications and Events
- Corporate Services

HRLR Services delivers consistent, reliable and trusted advice on human resources and labour relations issues. The team provides collective agreement negotiation and administration services, third-party representation (mediation, arbitration and human rights), disability management, and training and skills development.

Research and Knowledge Management collects and analyzes sectoral compensation and workforce data, conducts research on external compensation and benefits, manages the sector's job classification system, provides costing services during collective bargaining, and provides value-added reports that inform the sector on key trends and statistics.

Communications and Corporate Services inform external stakeholders and internal clients and are responsible for communications, database maintenance, event planning, member and associate management and governance administration.



Board Chair Message

As CSSEA celebrates its 25th anniversary I am mindful of the leadership and contribution of all former Board Chairs, as well as members, who committed their time and energy to establishing and growing an agency that has proven to be such an important part of the community social services sector. It is important to note that when Judy Korbin first began her examination of the public sector in British Columbia in 1992, our sector was not even included in her mandate. Much has changed over 25 years and CSSEA, along with other key provincial organizations, has ensured that our sector is well represented and engaged with government.

It is perhaps timely that our 25th anniversary coincides with several major organization-defining milestones. Starting with our sector's early and noteworthy conclusion of public sector bargaining, which saw members ratify historic three-year agreements, we began 2019 with optimism and a solid foundation on which to look towards the future.

A hallmark of our new collective agreements was the monetary provisions that brought community social services employees' wages in step with similar positions in community health. While funding flowed smoothly to most members, a portion of our membership experienced challenges with the distribution of Low Wage Redress funds. This was not foreseen by our bargaining team nor the CSSEA Board. Along with other sectoral organizations, CSSEA has been actively engaged with government in an effort to resolve this issue.

The year 2019 also saw the start of a new strategic direction for CSSEA. In a comprehensive planning session that involved CSSEA's management team, the Board of Directors, and panel members, we agreed on updated vision and mission statements that crystallized CSSEA's role for both the membership and British Columbians at large. In addition to our emphasis on being a leader in human resources and labour relations, we are expanding our strategic priorities to include services that foster a "sustainable, resilient and robust workforce in social services." Our Guiding Principles have also been updated to reflect current social and sectoral priorities, notably, the inclusion of the Principles of Truth and Reconciliation, as well as the recognition that CSSEA's membership comprises three distinct divisions with varying goals and interests that require recognition and balance.

I am also pleased with the five goals that will form the foundation of CSSEA's organizational priorities over the next three years. The goals for 2019 to 2022 are:

- 1) Explore with government broadening CSSEA's role and membership.
- 2) Contribute to / play a leadership role in the development of an HR strategy for the sector.

- 3) Improve and strengthen the ability to collect and report meaningful, relevant, quality data that supports the work and priorities of the sector.
- 4) Examine the use of technology to leverage member services and engagement.
- 5) Enhance CSSEA's role in creating effective membership relations.



Work around the tactical implementation of these goals has already commenced and as key milestones are reached, CSSEA will inform the membership.

I am proud of the collaborative working relationships that CSSEA employers have built with our various stakeholders, including unions, government and the sector at large. I also look forward to seeing the continued evolution of the sector's newest effort, the CSS Occupational Health and Safety Council, which was formalized this past spring and had its inaugural meeting in June. The Council will build on the work of the CSS WorkSafeBC Pilot Project and continue its role to become a sector-wide resource for employers looking to promote and support safer workplaces.

Chairing CSSEA over the past two years has not been without challenge and opportunity. Chairing an organization that is member-driven and member-accountable but at the same time exists as a creation and extension of government is a unique situation. Our board leadership role requires the balancing of the needs, views and perspectives of many parties. This is often not an easy path. However I have been much encouraged and supported by the engagement of both the sector and government members on the Board. I have found we have a commonality of purpose in regards to ensuring the strength of our sector – and most importantly – the services we provide to community remain sustainable.

I thank the Board, the Panels and CSSEA staff for their service.

Happy Anniversary.

A handwritten signature in blue ink, appearing to read 'David Young'. The signature is fluid and cursive, with a long horizontal stroke at the end.

David Young, CSSEA Board Chair

CEO Message

As we celebrate CSSEA's 25th year, one cannot help but look back with a sense of nostalgia and gratitude for all our Board and Panel members, CEOs and staff who guided CSSEA through the years, some tumultuous and others triumphant. With the culmination of 2019 bargaining last summer — our most successful year at the bargaining table in CSSEA's history — the sector will finally achieve comparability with community health by 2021, our key objective of the decade.

This year has been somewhat anticlimactic as we focused on the implementation of the new terms of the collective agreements, specifically Low Wage Redress, and learned of the challenges it presented for some funders to distribute funds correctly and in a timely manner. These have proven to be important lessons, as we will face the same challenges in the next two years if we can't find a better solution.

While the past year has been seemingly more mundane, the work is no less important and lays the foundation for 2022 and beyond. The Research and Knowledge Management department team under the leadership of Eric Peraro continues to be a key pillar in the organization and a strength of CSSEA. Our data repository enables us to make a strong case to government partners and support our members with factual data in their discussion with government on a variety of topics such as recruitment and retention, funding, management compensation and health and safety. The Human Resources and Labour Relations department under Mark Slobin has seen Consultants and Advocates working with individual agencies and their unions to complete approximately 130 local agreement negotiations in addition to providing our members and associates with advice and representing them on numerous grievances at the Labour Relations Board. In addition, the HRLR team has been able to expand associate member offerings on a full range of HRLR services including collective bargaining, which helps CSSEA's financial outlook. In Communications, Doris Sun has built on the success of previous years, keeping the membership well informed through bargaining and beyond, and working with her committee to plan another successful AGM and Conference, in which the number of sponsors and attendees at the Awards of Excellence have increased by 250%, with over 300 attending the awards ceremony.

Occupational Health and Safety has been another area of important focus in the past year. Under the leadership of Satvinder Basran, we are in the process of evolving from a WorkSafeBC (WSBC) pilot project to a freestanding Occupational Health and Safety (OH&S) Council supporting the entire sector and funded by WSBC. The Council held its first meeting on June 6 and participants included union and non-union employers as well as union representatives and WSBC. The first interim chair of the Council is Fernando Coelho, CEO of PosAbilities, and the goal of the Council is to create healthier and safer workplaces in all of the social services sector.

Every new Board has its uniqueness and to a certain extent, is a product of its times; the past year has been no different. Recruitment and retention has been a focus of many discussions and CSSEA has played a key role in first delivering on comparability in wages with Community Health and by working with other stakeholders in the sector supporting their initiatives.

The challenge of recruitment is bigger than our sector, as it is a problem faced by all of the public and private sectors and will be with us for years to come.

I have a special affinity for our Panel members who, in my opinion, are the heartbeat of the sector and continually step up during every round of bargaining to selflessly represent the sector. Their contribution to CSSEA is invaluable and grounds every decision we make as an organization. Their participation at Panel meetings, as well as on CSSEA's many committees and in supporting data collection, have been integral to our success. Thanks to Tammy Khanna, Diane Entwistle and Bernadette Spence — Panel Chairs from Community Living Services, General Services and Indigenous Services respectively — for their dedication and commitment to the sector.

We cannot end a conversation about the social services sector without talking about funding and I am pleased to report that CSSEA has, for the 10th consecutive year, balanced its budget. This is a significant achievement as our funding has remained unchanged since 2009, thus representing a 13.5% lower operating budget when adjusted for inflation over the last 10 years. This is a noteworthy accomplishment and my thanks go to Pauline Irving and Finance Committee Chair Deborah Joyce, who worked diligently to maintain CSSEA's financial footing until her retirement this past June.

In closing, I would like to extend my appreciation to the entire membership for your involvement and willingness to provide input and feedback. Last but not least I want to recognize CSSEA staff for their commitment and dedication. Even during times of austerity, staff have continued to choose to work at CSSEA, giving our members continuity in service and our organization the lowest turnover rate among BC public sector employers' associations in the last five years.



A blue ink handwritten signature of Gentil Mateus, consisting of a stylized, flowing script.

Gentil Mateus, CEO

Our Members

CSSEA members are social services employers contracted and funded by the provincial government to provide a range of community social services. Primarily not-for-profit agencies, member organizations range in size from under 10 to more than 600 employees and collectively employ approximately 17,000 people throughout British Columbia.

CSSEA Members Must Meet the Following Criteria:

- Have a unionized component
- Receive at least 50 per cent of total agency funding from provincial ministries and/or authorities through ongoing, direct service contracts
- Receive at least 50 per cent of provincial contract revenue from non-health ministries or authorities
- Receive at least \$250,000 from provincial ministries and/or authorities for the unionized component
- Have a community of interest within the community social services sector

Services Provided by Members

The contract services delivered by members focus on support and care programs for a wide variety of valued British Columbians.

Services include:

- Residential and day support programs for persons with disabilities
- Crisis intervention programs
- Transition houses and residential transition care
- Counselling and life skills programs
- Emotional behaviour therapy
- Counselling for sexually abused persons and their families
- Respite care homes for persons with developmental disabilities
- Job readiness and community integration services
- Literacy and language skills programs
- Immigrant settlement support programs

Members and Associates by Division

Divisions	Members	Associates
Indigenous Services	6	1
Community Living Services	94	8
General Services	92	65
Total	192	74

Members and Associates by Region

Regions	Members	Associates
Kootenays	17	7
Lower Mainland	69	41
North	26	5
Thompson Okanagan	27	6
Vancouver Island	53	15
Total	192	74

Members and Associates by Union Affiliation

Union	Members	Union	Members
BCGEU	123	HSA	17
BCNU	2	SEIU	1
CLAC	2	UFCW	3
CSWU	1	USA	3
CUPE	33		
HEU	18	Total	197*

* Some members have more than one certification.

Our Associates

CSSEA associates are organizations that have a community of interest within the community social services sector but do not meet the criteria to be CSSEA members. Associates access CSSEA services and resources on a fee-for-service basis. Associate organizations are unionized and non-unionized employers from each of the three membership divisions.

Services Provided to Associates

In an effort to continue providing expertise that cater to the diverse needs of our associates, we offer three levels of service.

Consulting Services and Collective Bargaining Package (\$10,000/year), which includes:

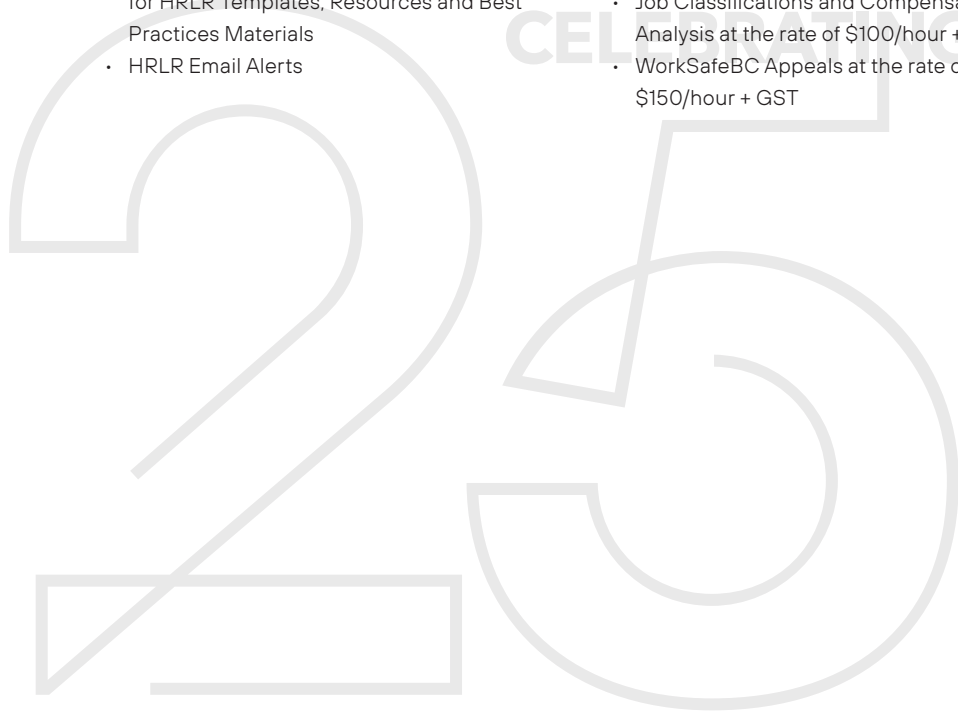
- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- WorkSafeBC Appeals
- Other HRLR Services
- Sector Surveys and Reports
- One Regional HRLR Training Session
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website for HRLR Templates, Resources and Best Practices Materials
- HRLR Email Alerts

Consulting Services Package (\$5,000/year) which includes:

- Collective Bargaining at the rate of \$125/hour plus expenses and applicable taxes
- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- WorkSafeBC Appeals
- Other HRLR Services
- Sector Surveys and Reports
- One Regional HRLR Training Session
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website for HRLR Templates, Resources and Best Practices Materials
- HRLR Email Alerts

Subscription Services Package (\$150/year), which includes:

- Access to CSSEA's Members' Only Website for Human Resource/Labour Relations (HRLR) Templates, Resources and Best Practices Materials
- HRLR Email Alerts
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Additional Services Offered at Competitive Rates:
 - Collective Bargaining at the rate of \$175/hour + GST
 - HRLR Services at the rate of \$150/hour + GST
 - Job Classifications and Compensation Analysis at the rate of \$100/hour + GST
 - WorkSafeBC Appeals at the rate of \$150/hour + GST



HRLR Services

Collective Bargaining

Following the ratification of the 2019 to 2022 sectoral collective agreements in August 2018, local issues negotiations commenced under Memorandum of Understanding #1. As of October 2018, notices were served to renegotiate close to 130 local issues memoranda covering topics such as hours of work, casual call-in processes, and out-of-town client assignment procedures. Most of the memoranda were finalized in negotiations although several needed the assistance of an arbitrator to resolve outstanding issues. Arbitrations were scheduled around the province in April, May, and June 2019 to facilitate completion.

Besides local issues negotiations, one more arbitration date is scheduled at the end of October, 2019. A number of CSSEA Associate members were also involved in negotiating their own collective agreements in the past year. Represented by CSSEA staff, negotiations successfully concluded (or continue to be in progress) at these members:

- Gitxsan Health Services
- Nisga'a Valley Health Authority
- Greater Victoria Women's Shelter Society
- North Island Community Services
- First United Church Community Ministry Society

Cases of Interest

1. Selection Processes under Article 24.3

A number of issues were raised in a policy grievance filed by the Community Social Services Bargaining Association (CSSBA) on June 21, 2017 and scheduled for hearing in May 2019. The issues included how to weigh seniority in the selection process under Article 24.3, whether minimum testing scores can be utilized to shortlist applicants, whether the employer can consider relevant qualifications other than those strictly required, and how "Aboriginal preference" should be measured at delegated Aboriginal agencies. The application of seniority for supervisory positions was also part of the grievance but was resolved in collective bargaining when the parties agreed to a "merit-based" approach in the appointment of employees to leadership positions.

As all outstanding selection issues at employers were resolved, the May hearing dates were cancelled and the policy grievance was placed in abeyance indefinitely. As a result, employer practices can continue, any disputes will be resolved in the expedited arbitration process of Article 24.9, and if there are future interpretive disputes, they may be resuscitated under the policy grievance or discussed in 2022 collective bargaining.

2. Does Vacation Entitlement Continue to Accrue While on LTD?

A policy grievance was filed January 31, 2019 claiming that vacation entitlement levels based on years of service (not vacation pay) must accrue for employees on LTD. The unions claim that vacation entitlement is earned based on employment status, not productive in-service time. Further, the unions claim that employees on LTD are discriminated against by the sectoral collective agreements based on their disability, contrary to the *Human Rights Code* requiring that they be treated no differently than other employees on leaves like those on maternity/parental leaves who accrue vacation entitlements.

The parties are still in discussions. No arbitrator has yet been appointed.

3. Is Overtime Worked on a Statutory Holiday to be "Pyramided"?

A policy grievance was filed on February 7, 2019 disputing the rate of pay for overtime worked on a statutory holiday. Employers pay the greater of the statutory holiday rate (1.5x) or the overtime rate (2x), whereas the unions were claiming a higher premium rate of pay. CSSEA provided bargaining evidence from the 2014 round indicating that the parties discussed there would be no "pyramiding" in these circumstances. As a result, the bargaining association withdrew the policy grievance clearing the way for employer practice to continue.

4. Proliferation of Bargaining Units

CSSEA filed an application in the BC Supreme Court on May 14, 2019 seeking that an LRB decision be set aside, which allowed for additional unions to be certified at a single employer. The LRB prohibits this type of “proliferation” in the health sector under a similar bargaining structure but allows for it in community social services based on previous decisions. In CSSEA’s view, this results in the Board having conflicting law and policy and generates confusion on the proper application of *Labour Relations Code* principles.

A hearing date in the BC Supreme Court is being sought in late 2019/early 2020.



Photo credit: Inclusion Powell River

Referrals to Hearings

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. From October 2018 to September 2019, there were:

- 114 matters referred to arbitration and expedited arbitration,
- 6 matters referred to harassment investigation,
- 10 matters referred to the Labour Relations Board, and
- 2 matters referred to the Human Rights Tribunal.

The breakdown of the top 5 types of issues referred to arbitration continues to be heavily weighted toward disciplinary matters:

Top 5 Grievance Issues

71 Cases on Discipline and Discharge	12 Cases on Jobs: Posting and Selection	10 Cases on Hours of Work	9 Cases on Harassment and Discrimination	7 Cases on Wage rates
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CELEBRATING

Finance, Research and Knowledge Management

\$20 Million Low Wage Redress

CSSEA worked with the Employer Classification Committee and CSSBA on the distribution of \$20 Million Low Wage Redress wage increase plus the 2.0% General Wage Increase to close the wage gap with comparator classifications in community health. The \$60 Million Low Wage redress and 6.0% General Wage Increases over three years are part of the 2019–2022 Collective Agreements. The April 1, 2019 Wage Increase included a 2.0% General Wage Increase and 3.3% Low Wage Redress increase for all full-time equivalents (FTEs). Other highlights include:

- Pay in lieu of benefits for part-time employees will increase from 4.2% to 4.6% of straight-time wages.
- Pay in lieu of benefits for casual employees will increase from 9.8% to 10.2% of straight time wages.
- Elimination of Grid 12A and 13A. Return Program Coordinator 1 and Volunteer Coordinator to Grid 12 and Crisis Line Coordinator to Grid 13.
- Paraprofessional Grid Level 14P, 15P and 16P will receive an additional 7.4% on top of the 3.3% wage increase.
- Paraprofessional Grid Level 17P, 18P, 19P and 20P will receive an additional 4.7% on top of the 3.3% wage increase.

Compensation and Employee Turnover Survey (C&ETS)

In 2018, we recorded a participation rate of 87.4% of our members – including all of our largest agencies – in the *Compensation and Employee Turnover Survey*. We estimate that the information collected captured 93% of total FTEs.

In 2018, we held data orientation sessions in eight cities: Dawson Creek, Kamloops, Kelowna, Nanaimo, Prince George, Surrey, Vancouver and Victoria. We also visited with and discussed the survey with agencies in Castlegar, Creston, Quesnel, Terrace and Williams Lake, and held one-on-one meetings for agencies unable to attend in person.

As of September 20, 2019, we have received surveys from 85.1% of our members. At our current rate, we are poised to exceed our yearly average participation rate as well as FTEs captured.

Non-Union / Non-CSSEA Data Collection

In 2018, approximately 690 of the non-union social services agencies funded by the province of BC were invited to complete the *Compensation and Employee Turnover Survey*. 547 of 690 non-union social services agencies responded to the survey, yielding a participation rate of 79.3%.

In 2019 approximately 738 non-union social services agencies were selected to complete the *Compensation and Employee Turnover Survey*. As of September 20, 2019, we have received surveys from 416 non-CSSEA agencies, yielding a participation rate of 56.4%.

CSSEA is collecting survey data on behalf of government, leveraging the capacity and cost-effectiveness of our existing data collection process. The ability to obtain both member and non-member data is beneficial for the sector at large, as it paints a balanced picture of the sector as a whole in BC.

Joint Job Evaluation Plan (JJEP)

CSSEA worked with employers and the unions to complete 266 job classification reviews from 81 agencies in the past year.

By Region	Agencies	Jobs Reviewed
Kootenays	8	24
Lower Mainland	35	133
North	13	24
Thompson	11	32
Vancouver Island	15	34
By Division		Jobs Reviewed
Indigenous Services		6
Community Living Services		76
General Services		184
By Union		Jobs Reviewed
BCGEU		195
HSA		33
HEU		7
CUPE		27
UFCW		4

Social Services Workforce Information System (WFIS)

The strength of our data collection systems has made it possible for the Finance, Research and Knowledge Management department to offer more to members by way of reports.

WFIS ONLINE REPORTS

1. Agency Pyramid
2. Funding Profile
3. Benefits Participation and Family Status
4. Paid Sick Leave Days per FTE
5. Paid Sick Leave Days Per Employee
6. Total Compensation Comparison
7. Total Compensation Cost
8. Total Compensation Cost Annual Trend
9. Agency Specific Reports for Health for those required to report to HSCIS

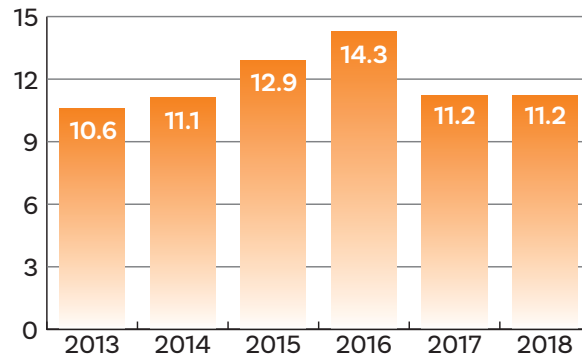
CSSEA PUBLICATIONS

1. Executive Director Salary Report
2. Management & Excluded Salary Report
3. Non-Union Salary Report
4. Employee Turnover Report
5. Employee Turnover Report by Region
6. Employee Turnover Report by Classification
7. Agency Specific Employee Turnover Report
8. HR Metrics Report
9. Agency Specific HR Metrics Report
10. Agency Specific Employee Turnover Report
11. CSSEA Fact Book

Early Intervention Program

CSSEA has been active in communicating to members about the Community Social Services Early Intervention Program (CSSEIP). The program is a mandatory component of the 2019-2022 Collective Agreements and is a collaborative effort between CSSEA, the CSSBA and the sector's three disability management providers (Great-West Life, Acclaim Ability Management Inc. and the Disability Management Institute).

The Sector LTD Incidence Rate (New Claims per 1,000 Covered Lives) is shown below:



Communications and Awards of Excellence

25th Anniversary

This year marks CSSEA's 25th anniversary and with that came a concerted effort to celebrate the accomplishments of the sector with our members. Coming off the heels of our most successful round of bargaining, this milestone came at a great time. We engaged the membership early in the year through several issues of the CEO Update to ask for suggestions on how members would like to see the anniversary recognized. With feedback from this year's CSSEA's AGM Planning Committee, we branded this year's conference, "*Imagining the Next 25*," as a nod to our history, as well as opportunity to prepare for and shape the future. This year's Annual Report continues with the anniversary theme and is personalized with celebratory member photos throughout. In addition, we are currently working on a refresh of our website, which will modernize the functionality of our site, while maintaining the resources that members have come to rely on.

CSSEA's capacity to reach a larger segment of its membership was showcased at the post-bargaining Ratification Information Meeting in July, 2017, where participants had the ability to connect to a live meeting in Vancouver via an interactive conference call and webinar. This improved technical capacity was notable, in that it allowed all members to receive the same information and engage in a unified discussion.

AGM and Conference

CSSEA's 2018 AGM and Conference, held in Vancouver at the Marriott Vancouver Pinnacle Hotel, was a resounding success. Dubbed "*Leading in Complexity*," the event drew 273 registrants from across the province who were keen to advance their professional development with sessions that addressed prevailing issues in HRLR, succession planning, employer branding, inclusive leadership, and more. The conference opened with an important Annual General Meeting that addressed four special resolutions, the most consequential of which proposed giving government the power to confirm or appoint a Board Chair from outside the sector. That resolution generated 17% of votes in favour, falling short of the 75% threshold required for special resolutions to pass.

BC Community Social Services Awards of Excellence

The 2018 AGM and Conference also saw the sector celebrate its fourth class of Awards of Excellence recipients. The event was our most successful to date, drawing a sellout crowd of 300 attendees – the largest turnout since the awards' inception. The ceremony was attended by the Hon. Katrine Conroy, BC's Minister of Children and Family Development. This was the first time a provincial government dignitary attended our awards, and reflects the event's growing prominence in our province. It was also a noteworthy event in that it recognized our first two Associate recipients ever, a historic moment that again, points to the increasing awareness of this initiative within the wider social services sector.



CSSEA's 2018 Awards of Excellence drew our largest crowd yet.

We thank TELUS for their sponsorship of the event since day one and are thrilled that they have agreed to continue supporting the awards as an exclusive sponsor for the next five years. Congratulations once again to our 2018 Awards of Excellence recipients:

Rising Star – Vanessa Burnett, Vocational Support Worker, Vernon and District Association for Community Living – Venture Training, Community Living Services

Hero – Sheena Sharp, Child Development Coordinator, The Family Education and Support Centre (Family Ed), Associate

Leader – Shari Mahar, Executive Director, Community Integration Services Society (CISS), Community Living Services

Legend – Eyob Naizghi, Executive Director, M.O.S.A.I.C., Associate (Retired)

CSSEA also thanks members who took part in reviewing nominations, as well as the external judges who selected final winners:

Member Committee

Sherry Beal, North Coast Community Services Society

Dawn Hein, Mission Association for Community Living

Tammy Khanna, Independent Living Housing Society of Greater Victoria

Curtis Marston, TELUS

Debbie Scarborough, South Okanagan Women in Need Society

Ellen Tarshis, Community Living Victoria

Judging Panel

Mark Bermel, TELUS

Doug Campbell, Consultant

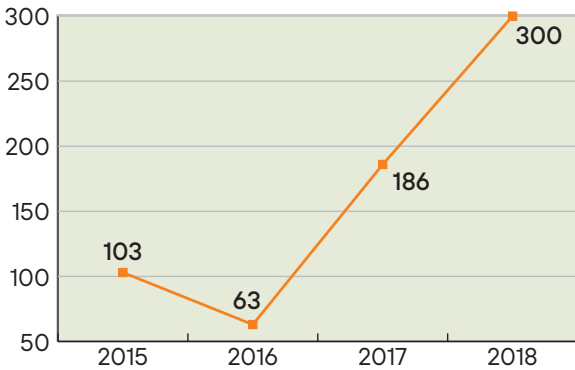
Christian Codrington, Industry Training Authority (ITA)

Randi Mjolsness, retired Assistant Deputy Minister

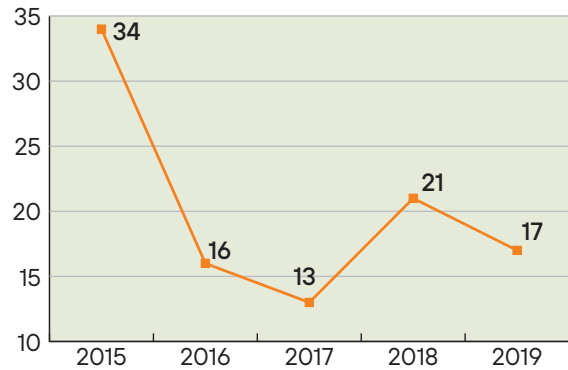


CSSEA's staff, Board and sponsors were present to celebrate 2018's Community Social Services Awards of Excellence recipients. L-R from front: Eyob Naizghi, Legend; Sheena Sharp, Hero; Vanessa Burnett, Rising Star; Shari Mahar, Leader; Gentil Mateus, CSSEA CEO; Hon. Katrine Conroy, Minister of Children and Family Development; David Young, CSSEA Board Chair; Mark Bermel, TELUS

Awards of Excellence Luncheon Attendance 2015 – 2018



Awards of Excellence Nominations 2015 – 2019



CSS WorkSafeBC Pilot Project & CSS Health and Safety Council

Year four of the Community Social Services (CSS) WorkSafeBC Pilot Project built on the accomplishments achieved in the first three years, which included continued support of its 26 pilot employers (30 in November 2017), further discussions on Classification Unit Migration and Rate Forming, as well as ongoing collaboration with the BC Municipal Safety Association to increase access for the sector to the WorkSafeBC Certificate of Recognition program. This past year also built on the success of the 2018 release of the CSS Health and Safety Handbook, a first-of-its-kind resource in Canada for the social services sector. The Pilot held a total of nine meetings in eight locations throughout the fall of 2018 to introduce and discuss the handbook, reaching 322 participants from 227 employers. The meetings yielded valuable discussions thanks largely to the strong member and industry turnout and presence of WorkSafe Prevention Officers at the majority of the presentations.



Photo credits: Clements Centre Society

Other Year 4 (2018-2019) Accomplishments:

- ▶ Primary data analysis: Data analysis over four years focused on three key indicators: Injury Rate, Injury Time Loss Days and CU Experience Rating (Injury Management). Data analysis was applied to 30 employees to identify employers who were performing well (good), and those who were not (challenging). The following were considered among employers to capture a proper cross section: region, size of employer, division (type of services: General Services, Community Living Services, and Indigenous Services), union or non-union workplaces, and membership affiliation with CSSEA/FED/independent agencies.
- ▶ All 26 original employers remained actively involved on a volunteer basis; in addition, four additional employers were engaged in a consultative manner starting in November 2017.
- ▶ Detailed cost drivers were continuously identified for each agency including an in-depth analysis of the types of claims, the cost of the types of claims, identifying historical injuries, and assessing overall disability management. This was done to monitor and develop trends at the agency level.
- ▶ The Pilot Project continued to provide regular updates and presentations to the CSS WorkSafeBC Advisory Committee, BC Government Innovation and Sustainability Roundtable, CSSEA HR Regional Groups, the BC CEO Network and the Community Social Services Bargaining Association (CSSBA).
- ▶ Third Party Benefit Providers continued to be involved in claims management administration with the 13 employers engaged with the disability management part of the Pilot. The three benefit providers were: Healthcare Benefit Trust – Great West Life, Community Services Benefits Trust – Disability Management Institute, and Schmunk/Gatt/Smith – Acclaim.
- ▶ During the course of the Community Social Service WorkSafeBC Pilot Project from April 2015 to March 2019 a total of 169 Presentations were conducted.

o Pilot Project Employer (30)	134
o CSS Employers (One to One)	15
o Handbook Education sessions	9
o Regional Presentations	3
o CSS Bargaining Union Association	3
o Provincial Government	5

Perhaps the most significant development to come from the pilot project has been the foundational development to support the creation of the CSS Health and Safety Council (Council).

As a part of negotiations for the 2019-2022 Collective Agreements at the bargaining table in 2018, both parties agreed to work

together to address concerns about violence in the workplace and to promote and support healthier and safer work environments. To that end, the parties agreed to a Collective Agreement Memorandum of Agreement (MOA) between CSSEA and the CSSBA that was signed on June 9, 2018 and committed the parties to establishing the Council.

The Council will foster and promote safe and healthy workplaces by providing resources and leadership on injury prevention, sound disability management and return to work best practices in the social services sector. It will also work with stakeholders and unions to improve injury prevention and return to work performance within the Community Social Services (CSS) sector employers. Its work will minimize the impact of illness and injury in the workplace and reduce associated human and financial costs.

The Council's focus will be to study the risk factors of occupational health and safety, violence and harassment in the workplace, and to jointly conduct an annual level gap analysis to support the development of proactive strategies. These strategies will work towards reducing the number of injuries, mitigating the length of injuries and implementing educational preventative initiatives that will benefit all parties in the CSS sector. The budget for operating the Council would come from a two-cent annual levy on the WorkSafeBC assessment Base Rate in three classification units.

The first meeting of the newly formed Council took place in June 2019. The structure of the council consists of 15 representatives from employers (union and non-union), unions and WorkSafeBC, and is chaired by Fernando Coelho, CEO of posAbilities. The first goals of the Council will be to secure ongoing annual funding from WorkSafeBC and to set specific priorities for the next two years.

CSSEA acknowledges everyone who contributed to making the pilot project a success over the last four years

Participating Employers

Abbotsford Community Services
AiMHi Prince George Association for Community Living
AXIS Family Resources Ltd
Bethesda Christian Association
Chilliwack Society for Community Living
Community Integration Services Society
Community Living Society
Creston and District Society for Community Living
Delta Community Living Society
Developmental Disability Association
Inclusion Powell River Society
J. Garnons Williams Ltd.
Milieu Family Services Inc.
Nanaimo Association for Community Living
North Okanagan Youth & Family Services Society
Okanagan Boys & Girls Clubs
Options Community Services
PLEA Community Services
posAbilities Association of British Columbia
Richmond Society for Community Living
Sea to Sky Community Services Society
Semiahmoo House Society
Spectrum Society for Community Living
Starbright Children's Development Centre

Sunshine Coast Community Services Society
The Immigrant Services Society of BC
The John Howard Society Lower Mainland of BC
Touchstone Family Association
Vancouver Aboriginal Child & Family Services
Victoria Cool Aid Society

Community Social Services Bargaining Association

BC Government and Service Employees' Union
BC Nurses' Union
Canadian Union of Public Employees
Christian Labour Association of Canada
Construction and Specialized Workers' Union
Health Sciences Association of BC
Hospital Employees' Union
Service Employees' International Union
United Food and Commercial Workers International Union
United Steelworkers of America

Lead Partners

Community Social Services Employers' Association of BC (CSSEA)
Federation of Community Social Services of BC (FED)
BC CEO Network
WorkSafeBC

Financial Statements

The following are excerpted highlights from CSSEA's audited financial statements. The complete document is available by contacting CSSEA's office.

Statement of Financial Position

March 31, 2019, with comparative information for 2018

	2019	2018
FINANCIAL ASSETS		
Cash	\$ 61,389	\$ 89,088
Term Deposits (note 3)	750,000	1,250,000
Investments (note 4)	509,882	-
Accounts receivable	60,497	63,555
	\$ 1,381,768	\$ 1,402,643
LIABILITIES		
Accounts payable and accrued liabilities	249,112	198,710
Deferred revenue (note 6)	64,369	17,849
Obligations under capital leases (note 7)	48,070	62,889
	\$ 361,551	\$ 279,448
Net financial assets	1,020,217	1,123,195
NON-FINANCIAL ASSETS		
Tangible capital assets (note 8)	96,460	119,823
Prepaid expenses	72,983	64,085
	\$ 169,443	\$ 183,908
Accumulated surplus	\$ 1,189,660	\$ 1,307,103
Accumulated surplus is comprised of:		
Accumulated surplus (note 12)	\$ 1,179,778	\$ 1,307,103
Accumulated remeasurment gains	9,882	-
	\$ 1,189,660	\$ 1,307,103

Commitments (note 9)

Contractual rights (note 10)

See accompanying notes to financial statements.

Approved on behalf of the Board

Statement of Operations and Accumulated Surplus

Year ended March 31, 2019, with comparative information for 2018

	2019		2018
REVENUE			
	Budget	Actual	Actual
Provincial government funding	\$ 2,649,255	\$ 2,623,269	\$ 2,618,179
Fees	371,441	364,080	390,280
Interest	21,700	29,289	22,469
	3,042,396	3,016,638	3,030,928
EXPENSES (note 11)			
Human Resources and Labour Relations	\$ 1,060,757	\$ 1,031,335	\$ 1,066,387
General	981,760	995,116	994,550
Research and Knowledge Management	751,888	701,520	693,275
Membership	228,090	224,170	195,994
Bargaining	139,767	191,822	29,058
	3,162,262	3,143,963	2,979,264
Annual surplus (deficit)	(119,866)	(127,325)	51,664
Accumulated surplus, beginning of year	1,307,103	\$ 1,307,103	\$ 1,255,439
Accumulated surplus, end of year (note12)	\$ 1,187,237	\$ 1,179,778	\$ 1,307,103

See accompanying notes to financial statements.

Statement of Remeasurement Gains and Losses

Year ended March 31, 2019, with comparative information for 2018

	2019	2018
Accumulated remeasurment gains (losses), beginning of the year	\$ -	\$ -
Unrealized gains generated during the year from:		
Investments	11,020	-
Remeasurement losses realized and reclassified to the Statement of Operations from:		
Investments	(1,138)	-
Net remeasurement gains for the year	9,882	-
Accumulated remeasurement gains, end of year	\$ 9,882	\$ -

See accompanying notes to financial statements.

Board and Panels

BOARD

Chair - David Young, Chief Executive Officer,
Sources Community Resources Society, *General Services*

Vice Chair and Acting Treasurer- Fernando Coelho, Chief Executive
Officer, posAbilities Association of British Columbia, *Community Living
Services*

Treasurer - Deborah Joyce, Chief Executive Officer, District 69 Family
Resource Association, *General Services (Now retired)*

Janice Barr, Executive Director, Richmond Society for Community Living,
Community Living Services

Rob Byers, Assistant Deputy Minister, Ministry of Children and Family
Development, *Government Appointee*

Jonathan Dube, Assistant Deputy Minister, Ministry of Social
Development and Poverty Reduction, *Government Appointee*

Dawn Hein, Chief Executive Officer, Mission Association for Community
Living, *Community Living Services*

Ross Chilton, Chief Executive Officer, Community Living British
Columbia, *Government Authority Appointee*

Chris Rathbone, Assistant Deputy Minister, Public Sector Employers'
Council Secretariat, *Government Appointee*

Bernadette Spence, Chief Executive Officer, Vancouver Aboriginal Child
& Family Services Society, *Indigenous Services*

PANELS

INDIGENOUS SERVICES

Chair - Bernadette Spence, Chief Executive Officer,
Vancouver Aboriginal Child & Family Services Society

Vice-Chair - Lyndale George, Co-Executive Director,
Haida Child and Family Services Society

Kathleen Bennett, Executive Director,
Northwest Inter-Nation Family and Community Services Society

Colleen Lucier, Executive Director,
Lii Michif Otipemisiwak Family & Community Services Society

Karen Wainwright, Co-Executive Director
Haida Child and Family Services Society

COMMUNITY LIVING SERVICES PANEL

Chair - Tammy Khanna, Executive Director,
Independent Living Housing Society of Greater Victoria

Vice Chair - Dawn Hein, Chief Executive Officer,
Mission Association for Community Living

Janice Barr, Executive Director,
Richmond Society for Community Living

Fernando Coelho, Chief Executive Officer,
posAbilities Association of British Columbia

Tanya Sather, Executive Director,
Burnaby Association for Community Inclusion

Anita Sihota, Executive Director,
Delta Community Living Society

Ellen Tarshis, Executive Director,
Community Living Victoria

Julie Unger, Executive Director,
Chilliwack Society for Community Living

GENERAL SERVICES PANEL

Chair - Diane Entwistle, Chief Executive Officer,
Okanagan Boys & Girls Clubs

Vice Chair - Rod Santiago, Executive Director,
Archway Community Services Society

Sherry Beal, Executive Director,
North Coast Community Services Society

Debbie Scarborough, Executive Director,
South Okanagan Women in Need Society

Judy Valsonis, Executive Director,
Touchstone Family Association

David Young, Chief Executive Officer,
Sources Community Resources Society



Back cover photo credits: Clements Centre Society, Community Living Victoria, Inclusion Powell River



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