

28th Avenue Homes Ltd. + Abilities Community Services Agency + Access Human Resources Inc. + Active Care Youth & Adult Services Ltd. + Active Support Against Poverty Housing Society + AiMHi: Prince George & District Association for Community Living + Amata Transition House Society + Ann Davis Transition Society + ARC Programs Ltd. + Archway Community Services Society + Archway Society for Domestic Peace + Arcus Community Resources Ltd. + Aspire Richmond Support Society + Association Advocating for Women and Community + Atira Women's Resource Society + AXIS Family Resources Ltd. + BeConnected Support Services Ltd. + Bella Coola Community Support Society + Bernard C. Vinge & Associates (HCS) Ltd. + Bethesda Christian Association + BHF Building Healthy Families Society + Boundary Family Services Society + Boundary Women's Coalition + Burnaby Association for Community Inclusion + Burnaby Family Life Institute + Burquitlam Senior Housing Society dba LJ Christmas Manor + BWSS: Battered Women's Support Services Association + Cameray Community Fund dba Cameray Child and Family Services + Campbell River and North Island Transition Society + Campbell River Family Services Society + Canadian Mental Health Association for the Kootenays + Cariboo Child Care Society + Cariboo Family Enrichment Centre Society + Catholic Charities of the Archdiocese of Vancouver - Men's Hostel + Central Okanagan Elizabeth Fry Society + Central Okanagan Emergency Shelter Society dba Kelowna Women's Shelter + Child Abuse Prevention & Counselling Centre (Mary Manning Centre) + Chilliwack Community Services + Chilliwack Opportunity Society + Chilliwack Society for Community Living + CHIMO Community Services Society + Clay Tree Society for People with Development Disabilities + Clayton's World Society + Clements Centre Society + Coastal Mountain Child and Youth Services + Communitas Supportive Care Society + Community Builders Benevolence Group + Community Connections (Revelstoke) Society + Community Connections Society of Southeast BC + Community Connections Support Services 2 Ltd + Community Inclusion Consulting Inc. + Community Integration Services Society + Community Living Society + Community Services Benefits Trust + Community Services Benefits Trust + Community Ventures Society + Comox Valley Family Services Association + Comox Valley Transition Society + Connect Partners Ltd. + Connections Community Services Society + Connective Support Society + Connective Support Society Kamloops + Connexus Community Resources + Cresteramics Society for the Handicapped + Cythera Transition House Society + Dawson Creek Aboriginal Family Resources Society + Dawson Creek Society for Community Living + Delta Community Living Society + Deltassist Family and Community Services Society + Dengarry Professional Services Ltd. + Desert Sun Counselling and Resource Centre Society + Developmental Disabilities Association of Vancouver - Richmond + DIVERSEcity Community Resources Society + Eagles in the Sky Association + Edward Milne Community School Society + Encompass Support Services Society + Esquimalt Neighbourhood House Society + F.P.S.S Foster Parent Support Services + Family Dynamix Association + Family Resource Centre Society for the North Okanagan + Family Services of Greater Vancouver + Family Support Institute of BC Society + Federation of BC Youth in Care Networks ( FBCYICN ) + First Nations Health Authority + First Unitarian Fellowship of Nanaimo + First United Church Community Ministry Society + Focus Foundation of British Columbia + Fort St. John Association for Community Living + Fraser River Indigenous Society + Fraser Valley Aboriginal Children and Family Services Society + Fraserside Community Services Society + Future Focus Program Services Inc. + Golden Community Resource Society + Golden Family Center Society + Gorbahn Professional Alternative Resources Inc. + Grand Forks Sunshine Valley Community Services Ltd. + Grandview Terrace Child Care Society + Greater Victoria Lifetime Networks Society + Greater Victoria Women's Shelter Society + H.O.M.E.S. (Healthy Opportunities for Meaningful Experiences Society) + Haida Gwaii Society for Community Peace + Haven Society: Promoting the Safety of Women, Children, Youth and Families + Helping Spirit Lodge Society + High Road Services Society + Hildebrandt Homes + Hope & Area Transition Society + Hope Association for Community Living dba Tillicum Centre + Hope Community Services + Howe Sound Women's Centre Society + Hudson Child Care Society + IDM Youth Services Inc. + Inclusion BC + Inclusion Langley Society + Inclusion Parksville Society + Inclusion Powell River Society + Inclusive Community Services Inc. + Independence Networking Services Inc. dba INS + Independent Living Housing Society of Greater Victoria + Individual Pursuits Program Ltd. + Integra Support Services Ltd. + Intellectual Disabilities (North & West Vancouver) Society dba North Shore ConneXions + Inter Resource Consulting Ltd. + Inter-Cultural Association of Greater Victoria + Interior Community Services + Ishtar Women's Resource Society + Island Crisis Care Society (ICCS) + Island M tis Family & Community Services Society + Islanders Working Against Violence Society + J. Garnons Williams Ltd. + J. Garnons Williams Ltd. + Kamloops and District Elizabeth Fry Society / Kamloops Elizabeth Fry Housing Society + Kamloops Infant Development Society + Kamloops Society For Community Inclusion + Kardel Consulting Services Inc. + KDJ Alliances Holdings Ltd. + Kelowna Community Resources Society + Kelowna Family Service Centre Society dba Connect Counselling & Therapy Society + Kindale Developmental Association + Kinsight Community Society + Kiwassa Neighbourhood Services Association + Kootenai Community Centre Society + Kootenay Family Place + Kootenay Kids Society + Kootenay Society for Community Living





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# Community Social Services Employers' Association of BC

Fund dba Cameray Child and Family Services + Campbell River and North Island Transition Society + Campbell River Family Services Society + Canadian Mental Health Association for the Kootenays + Cariboo Child Care Society + Cariboo Family Enrichment Centre Society + Catholic Charities of the Archdiocese of Vancouver - Men's Hostel + Central Okanagan Elizabeth Fry Society + Central Okanagan Emergency Shelter Society dba Kelowna Women's Shelter + Child Abuse Prevention & Counselling Centre (Mary Manning Centre) + Chilliwack Community Services + Chilliwack Opportunity Society + Chilliwack Society for Community Living + CHIMO Community Services Society + Clay Tree Society for People with Development Disabilities + Clayton's World Society + Clements Centre Society + Coastal Mountain Child and Youth Services + Communitas Supportive Care Society + Community Builders Benevolence Group + Community Connections (Revelstoke) Society + Community Connections Society of Southeast BC + Community Connections Support Services 2 Ltd + Community Inclusion Consulting Inc. + Community Integration Services Society + Community Living Society + Community Services Benefits Trust + Community Services Benefits Trust + Community Ventures Society + Comox Valley Family Services Association + Comox Valley Transition Society + Connect Partners Ltd. + Connections Community Services Society + Connective Support Society + Connective Support Society Kamloops + Connexus Community Resources + Cresteramics Society for the Handicapped + Cythera Transition House Society + Dawson Creek Aboriginal Family Resources Society + Dawson Creek Society for Community Living + Delta Community Living Society + Deltassist Family and Community Services Society + Dengarry Professional Services Ltd. + Desert Sun Counselling and Resource Centre Society + Developmental Disabilities Association of Vancouver - Richmond + DIVERSEcity Community Resources Society + Eagles in the Sky Association + Edward Milne Community School Society + Encompass Support Services Society + Esquimalt Neighbourhood House Society + F.P.S.S Foster Parent Support Services + Family Dynamix Association + Family Resource Centre Society for the North Okanagan + Family Services of Greater Vancouver + Family Support Institute of BC Society + Federation of BC Youth in Care Networks ( FBCYICN ) + First Nations Health Authority + First Unitarian Fellowship of Nanaimo + First United Church Community Ministry Society + Focus Foundation of British Columbia + Fort St. John Association for Community Living + Fraser River Indigenous Society + Fraser Valley Aboriginal Children and Family Services Society + Fraserside Community Services Society + Future Focus Program Services Inc. + Golden Community Resource Society + Golden Family Center Society + Gorbahn Professional Alternative Resources Inc. + Grand Forks Sunshine Valley Community Services Ltd. + Grandview Terrace Child Care Society + Greater Victoria Lifetime Networks Society + Greater Victoria Women's Shelter Society + H.O.M.E.S. 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**Annual Report 2023**







## 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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*Staff and Person Served from Delta Community Living Society's Scott Road Connections program celebrate DCLS's 60th anniversary.*

Photo submitted by Delta Community Living Society

## About

The Community Social Services Employers' Association of BC (CSSEA) provides human resources, labour relations, collective bargaining services, and research and knowledge management to 202 members and 86 associates throughout the province ranging in size from under 10 employees to more than 600 and collectively employing more than 20,000 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:

- Community Living Services
- General Services
- Indigenous Services

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 three departments that deliver services to members and associates:

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

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

Research, Finance 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 oversees information technology infrastructure, systems and website maintenance.

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

# Board Chair Message

In my previous year's message from the Board, the sector was in an uncertain but cautiously optimistic position. We were gratefully emerging from the unprecedented difficulties spurred on by the pandemic, while at the same time nervously anticipating the outcome of sectoral bargaining as this would define the course of community social services operations for the next three years, and beyond.

In many ways, we are now in a not-so-dissimilar spot as last year. After a full year of bargaining negotiations, it was with much anticipation that we learned the terms of the 2022-2025 collective agreements. We welcomed increases for the sector that included low wage redress, general wage increases, potential cost of living increases, improvements to sick leave, among other provisions. After seeking further assurances from PSEC and various provincial funding bodies, CSSEA's Employer Bargaining Committee recommended ratification of the tentative agreements. Earlier this spring, the membership voted overwhelmingly to ratify.

In a letter dated February 6, 2023, from David Galbraith, Deputy Minister, Social Development and Poverty Reduction, the provincial government committed to providing consistent wage increases to management and excluded staff as was offered to bargaining unit employees. This recognition was well received in light of the ongoing wage compression and inversion challenges our sector has been experiencing for many years. While this announcement was timely, it turns out that provincial government and funder interpretation of Galbraith's messaging does not align with the understanding held by most CSSEA member agencies.

Through the eyes of Executive Directors and CEOs, a status quo lift to admin rates as determined by a percentage increase to base salaries does not adequately factor in all the other legitimate expenses (e.g. compression and inversion issues for management and exempt positions, training, insurance, IT, rent, maintenance, etc.) that are meant to be addressed within the admin fee. Nor are the admin rates of one agency transferable to the next organization. As a sector with multiple funders and funding models, we continue to recognize that the community social services sector is complex and multi-faceted. Whereas 60% of total dollars allocated to CSSEA members comes through contracts with Community Living BC, our sector also receives funding from Ministry of Children and Family Development, Ministry of Social Development and Poverty Reduction, Health Authorities, BC Housing, Ministry of Public Safety and Solicitor General, and various other provincial ministries. Negotiations and discussions are ongoing to determine what each of our agencies will ultimately be



receiving from our various provincial funders.

This year also marked the end of the 2019-22 Strategic Plan and the development of a new plan. The Board

and Panel members met on March 6, 2023, to identify what to build into the 2023-26 Strategic Plan. As you may recall, the membership was consulted at last year's AGM for feedback on CSSEA's future strategic direction in a session that was called a "Blue Sky" consultation. The session was a valuable opportunity to not only solicit member feedback, but also remember CSSEA's role, particularly as it involves balancing membership needs with government expectations.

Some of the feedback among attendees were suggestions for CSSEA to strengthen its 'onboarding' for new member agencies & ED/CEOs so the membership continues to remain knowledgeable about CSSEA's mandates services. Other suggestions included revamping the website and potentially including an online member networking section. Furthermore, a lengthy discussion took place about the potential future need for members to pay for certain CSSEA legal services, given the volume of service requirements and limited human resources. I thank all those who engaged in this important discussion, as it informed the strategic planning discussion that was conducted this past spring and may ultimately become operationalized as future goals. As it stands, the 2023-2026 Strategic Plan is being finalized with input from Board and Panel members and we hope to share a final version with the membership later this fall.

And this brings me back to my earlier point that our sector is in a similar place as last year - when things felt a bit uncertain but with a promise of possibility. As mentioned, there is no question that despite the successful conclusion of collective bargaining, the sector confronts new challenges and complexities that we will need to work through with perseverance and good faith. I believe those efforts will be well worth it and will result in a stronger and wiser community social services sector moving forward. To conclude my remarks, I think it is fitting to end in a similar way as I did in 2022 as it still rings true, and perhaps more so this year: There's a lot of work ahead but I'm optimistic that our sector will emerge resilient, more strategic and more connected on the other side.

Respectfully,  
**Rod Santiago**, CSSEA Board Chair





*Members of CSSEA's Bargaining Team meet in-person (and virtually, on screen) to discuss the 2022-2025 collective agreements.*

## BOARD MEMBERS

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### CHAIR

**Rod Santiago**, *Central Executive Officer*  
Archway Community Services Society, Abbotsford

**Keith Godin**, *EFO and Assistant Deputy Minister*  
Ministry of Children and Family Development, Victoria

### VICE CHAIR

**Ryan Cucheron**, *Executive Director*  
Vernon & District Association for Community Living, Vernon

**Shari Mahar**, *Executive Director*  
Community Integration Services Society, Port Coquitlam

### Treasurer

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

**Adam McKinnon**, *Assistant Deputy Minister*  
Ministry of Social Development and Poverty Reduction, Victoria

**Adam Calvert**, *Executive Director*  
La Société de les Enfants Michif, Surrey

**Robert Pauliszyn**, *Assistant Deputy Minister*  
Public Sector Employers' Council Secretariat, Victoria

**Ross Chilton**, *Chief Executive Officer*  
Community Living BC, Vancouver

**Tim Veresh**, *Executive Director*  
PLEA Community Services Society of BC, Vancouver



# CEO Message

2023 started with the overwhelming ratification of three-year collective agreements after 13 months of bargaining for Community Living Services, General Services and Indigenous Services. Negotiated under PSEC's *Shared Recovery Mandate*, the agreements offer generous terms for unionized employees and provides employers with a competitive playing field when it comes to recruitment and retention. It includes general wage increases similar to other public sectors but equally important, also features \$22 million in Low Wage Redress for the sector to achieve wage comparability at the top step of our wage grids with our closest comparator, the health sector. In addition, there are provisions for cost of living adjustments, improvements to sick leave, increases to the mileage rate and funding for two Early Intervention Coordinator positions to assist employers and employees in administering the Program. The cumulative effect of these gains makes jobs in the social services unionized sector more attractive than they have ever been vis-à-vis similar jobs in other public sectors in BC and that is excellent news for employees and employers.

As it turned out, this would represent the high watermark for the year at the time of writing my report. It is important to note that while CSSEA's legislated negotiating mandate is exclusively for the unionized employee group, there are two other groups, namely the Non-Union and Excluded Management, for which CSSEA collects data, costing and provides analysis to PSEC on a regular basis. Data analysis gleaned from the annual *Compensation and Employee Turnover Reports* informed the sidebar discussions between the Employer Bargaining Committee and PSEC that occurred in the latter part of negotiations. They focused primarily on the sufficiency of contract administrative costs and compensation for the Excluded Management group in the context of how it is becoming increasingly difficult to recruit and retain management staff and ultimately, continue sustaining quality services. Subsequently, but prior to holding the ratification vote, these meetings were expanded to include the key funding ministries and CLBC. It is my understanding that your Employer Bargaining Committee linked the resolution of these longstanding issues to the ratification process and went so far as to take the unprecedented step of asking the Board Chair to delay the vote by one week so it could receive further assurances directly from provincial funders and CLBC that, indeed, there would be additional money in 2022-25 for Management and Excluded staff. After the Employer Bargaining Committee was sufficiently satisfied that Management and Excluded staff would receive at least comparable salary increases to the bargaining unit, it endorsed the ratification of the agreements, leading to the three divisions overwhelmingly ratifying. (Community Living Services voted 98.6% in favour of the new agreements; General Services voted 97.2% in favour; and Indigenous Services voted 100% in favour).



At the time of writing (August 2023), funding has flowed for unionized employees and non-union and excluded management staff, but the flow has not been uniform. For example, many members reported

that funds for the wage increase including retroactive pay had not been received several months following the settlement. Not surprisingly, and in spite of CSSEA's best efforts with the CSSBA, the unions filed a policy grievance requesting the agreed wage rates be paid and with interest. The grievance is scheduled to be heard in arbitration in early fall.

While CSSEA staff are aware of the challenges the membership and funders are facing, we stay within our clearly defined role under the *Act*. This includes informing and providing clarity regarding the commitments made at the bargaining table, as well as updating and providing (aggregate) sector data to assist with the various funding processes (and agency-level data when voluntarily provided with written consent by members). On a positive note, the funds for Early Childhood Educators, for which CSSEA had the primary responsibility, were distributed in July to agencies with eligible Early Childhood Educator employees.

The circumstances outlined above gave way to the summer of discontent, with many members feeling the funding assurances for other employee groups have not materialized and a general breakdown of trust from which CSSEA, and myself, are not immune.

Another seminal event in my tenure at CSSEA occurred this past March when the Board voted for a 2023-24 deficit budget (in a non-bargaining year) to avoid CSSEA having to contemplate reducing services. This followed a request to PSEC for additional funding since, with the exception of money for staff wage increases this year, CSSEA's funding has remained unchanged for 12 years while the sector continues to grow at a rate of six to seven per cent per year.

## 2023-2026 Strategic Plan and Mandate Letter

CSSEA conducted its strategic planning session in March 2023 attended by Board, Panels and senior management. The Board has yet to endorse the proposed amendments to the Mission/Vision and feels the four draft goals are, perhaps, not sufficiently strategic as there wasn't enough time to flush out the goals. The four focus areas are similar to that of the





*An outreach worker connects with a family member in the downtown Victoria Community Centre.*

Photo submitted by Our Place Society

2019-2022 Strategic Plan, and includes: building HR capacity and knowledge sharing; strengthening relationships with members and government; furthering the actions of Truth and Reconciliation; and continuing to explore the use of technology to better support the sector.

It is also noteworthy that over the past four years, CSSEA's Board Chair has received an annual PSEC mandate letter in which the priorities of PSEC, Ministry of Child and Family Development and Ministry of Social Development and Poverty Reduction are outlined, along with strategic direction on how CSSEA can best support them. Over the years these mandate letters have become more specific and directive and CSSEA will also need to consider how to integrate them into the evolving strategic plan.

As we look towards our 30th year anniversary in 2024, it is safe to say we have evolved in many ways since our creation and since I joined in 2011 but at our core, CSSEA remains fiercely

committed to our role and responsibilities under the legislation. CSSEA is the bargaining agent for the sector and has the responsibility to deliver on PSEC's bargaining mandate; we do so by incorporating the issues and solutions that are important to employers and member agencies. To that end, CSSEA does its best to balance (not always successfully) the interests of the membership with that of the various funding ministries and government. I believe this enables the sector to have its best chance in the long run to achieve its goals while successfully delivering on PSEC's bargaining mandates. Even in good years it is often a difficult balancing act, but perhaps no more so than this year. I thank my senior management team of Eric Peraro, Mark Slobin and Doris Sun, all staff and the membership for your continued trust and support even when there are doubts. I close with my sincere wish and hope that we can quickly move from the "summer of discontent" to a "future: bright" for each and every one of you and the social services sector as a whole.

**Gentil Mateus, CEO**



# Our Members



Members of the Progressive Intercultural Community Services (PICS) team out in the community. Photo submitted by PICS

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 20,000 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	3
Community Living Services	92	11
General Services	104	72
<b>Total</b>	<b>202</b>	<b>86</b>

## MEMBERS AND ASSOCIATES BY REGION

REGIONS	MEMBERS	ASSOCIATES
Kootenays	16	7
Lower Mainland	77	42
North	26	4
Thompson Okanagan	30	13
Vancouver Island	53	20
<b>Total</b>	<b>202</b>	<b>86</b>

## MEMBERS AND ASSOCIATES BY UNION AFFILIATION

UNION	MEMBERS	UNION	MEMBERS
BCGEU	121	HEU	18
BCNU	1	HSA	17
CLAC	2	UFCW	2
CSWU	1	USWA	4
CUPE	32		
		<b>Total</b>	<b>198*</b>

\* Some members have more than one certification.



# Our Associates



*The Family Education and Support Centre team at an event honouring the National Day for Truth and Reconciliation. The event took place in Maple Ridge on unceded, traditional and ancestral lands of the Katzie and Kwantlen people.*

Photo submitted by The Family Education and Support Centre

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
- Other HRLR Services
- Sector Surveys and Reports
- 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 (see below) and applicable taxes
- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- Other HRLR Services
- Sector Surveys and Reports
- 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



# HRLR Services

The major focus of the HRLR staff over the past year was on bargaining activities in addition to usual member servicing. The bargaining activities included the conclusion of a lengthy round of provincial bargaining, ratification meetings and pivoting to the implementation of new collective agreement provisions.

## Provincial Bargaining

Bargaining occurred throughout 2022 and into the early part of 2023, concluding on February 3, 2023 after one year at the table. All three sectoral agreements were negotiated at the same time, and were settled concurrently. Although the Labour Relations Board designated essential services levels at all CSSEA member employers in the Fall of 2022, the settlements rendered it unnecessary to activate any of the essential services plans due to job action.

The Collective Agreements were all settled within the Government's Shared Recovery Mandate and in alignment with CSSEA Members' and Government's common priorities for service delivery and employee engagement. They included provisions to pay wage rates consistent with the wage rates paid to employees working in other public sectors like Health and the Provincial Government, in order to assist with recruitment and retention and sustainable service delivery in Community Social Services. In February and March 2023, CSSEA held in-person and virtual ratification meetings around the province to explain the settlements so Members were in a position to cast their ratification votes. Both Members and employees voted overwhelming in favour of ratifying the renewed Collective Agreements at the end of March.

Since April 2023, CSSEA has pivoted to implementing the Collective Agreements by establishing (or re-engaging) the joint committees under the Collective Agreements, drafting the updated Agreements for posting and printing (which the Unions will produce), and updating the on-line interpretation Guides. The updated Guides were posted in June 2023.

CSSEA is most appreciative of the Member representatives from each of the Division Panels who participated on the Employer Bargaining Committee and who remained dedicated to the best possible outcomes for Members throughout the year of negotiations:

### Indigenous Services

Adam Calvert, *Metis Family Services*

Melanie Hudson, *Island Metis Family and Community Services*

### General Services

Ann Kutcher, *Westcoast Family Centre Society*

Sanjeev Nand, *Langley Community Services Society*

Judy Valsonis, *Touchstone Family Association*

### Community Living Services

Fernando Coelho, *posAbilities Association of British Columbia*

Dawn Hein, *Mission Association for Community Living*

Tammy Khanna, *Independent Living Housing Society Greater Victoria*

Tanya Sather, *Burnaby Association for Community Inclusion (BACI)*

Anita Sihota, *Delta Community Living*

CSSEA also recognizes and thanks the CSSEA staff who were involved:

Gentil Mateus (CEO), Eric Peraro (Executive Director, Knowledge Management), Vangie Johnson (Executive Administration), Doris Sun (Director, Communications), and Mark Slobin (Lead Negotiator)

### Associate Member Collective Bargaining

CSSEA staff also provided negotiations services to a variety of associate members over the past year. Negotiations started, continued, or were concluded at the following agencies:

- Britannia HUB
- First Nations Health Authority
- First United Church Community Ministry Society
- Fraser Valley Aboriginal Child and Family Services Society
- Greater Victoria Women's Shelter Society
- Living Well Home Care
- LJ Christmas Manor
- Terrace Women's Resource Centre

### Referrals to Hearings

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. There were 256 referrals to hearings between September 1, 2022 and August 30, 2023:

- 243 matters referred to full arbitration and expedited arbitration
  - 169 for expedited arbitration
  - 74 for full arbitration
- 12 matters referred to the Labour Relations Board
- 1 matter referred to the Human Rights Tribunal

The breakdown of the top 5 types of grievances referred to arbitration continues to be heavily weighted toward discipline matters.

### Top 5 Grievance Issues

56	47	38	17	16
Cases on Discipline other than Termination	Cases on Holiday Pay	Cases on Termination (not related to vaccination mandates)	Cases Relating to Vaccination Status	Cases on Job Posting and Selection

*In response to the number of unnecessary deaths BC is seeing on its streets due to a toxic drug supply, Our Place hung a banner outside its downtown Victoria building to memorialize this tragic loss.*

Photo submitted by Our Place Society





We Lost  
a Family  
Member  
Today



ourplace  
We remember all  
those who have  
died of overdose  
and toxic drugs

ourplace

SIGNAGE  
GRAPHIC DESIGN  
PRINTING  
VEHICLES



# Finance, Research and Knowledge Management

## April 1, 2022 Low Wage Redress Distribution Compensation

CSSEA worked with the Employer Classification Committee and CSSBA on the April 1, 2022 Low Wage Redress (LWR) distribution.

The agreement provides for the following wage increases:

- **All JJEP (non-Paraprofessional) classifications** will receive 2.54% LWR, \$0.25/hour flat rate increase, and 3.24% GWI.
- **All JJEP (non-Paraprofessional) classifications** will also receive an additional 1.4% LWR at Step 1.
- **Paraprofessional classifications that are already paid at the same rate as the health sector** will receive the \$0.25/hour flat rate increase and 3.24% GWI. This includes the following classifications:
  - Licensed Practical Nurse (LPN) and Licensed Practical Nurse Supervisor
  - Infant Development Consultant
  - Supported Child Care Consultant
  - Occupational Therapist and Occupational Therapist Supervisor
  - Physiotherapist and Physiotherapist Supervisor
  - Nurse and Nurse Supervisor
  - Speech Language Pathologist (SLP) and Speech Language Pathologist Supervisor
  - All Paraprofessional classifications in Grid 16-P, except Dietitian\*.
  - All Paraprofessional classifications in Grid 17-P, 18-P, 19-P, and 20-P.
- The following Paraprofessional classifications will receive additional LWR:
  - Paraprofessional classifications in Grid 13-P.
  - Paraprofessional classifications in Grid 14-P, except Infant Development Consultant and Supported Child Care Consultant.
  - Paraprofessional classifications in Grid 15-P.
- The total percentage increases (including LWR, flat rate increase, and GWI) for Paraprofessional classifications are summarized in the table below:

GRID LEVEL	CLASSIFICATION	STEP 1	STEP 2	STEP 3	STEP 4
13-P	All 13-P Classifications	4.03	6.95	9.54	11.82
14-P-IDP	Infant Development Consultant	3.99	3.96	3.92	3.87
14-P-SCD	Supported Child Care Consultant	3.99	3.96	3.92	3.87
14-P	All Other 14-P Classifications	3.99	5.34	6.57	7.60
15-P	All 15-P Classifications	3.96	4.98	5.83	6.62
16-P*	All 16-P Classifications	3.92	3.87	3.82	3.80
16-P-OT	Occupational Therapist	3.92	3.87	3.82	3.80
16-P-PT	Physiotherapist	3.89	3.84	3.81	3.78
16-P-RN	Nurse	3.90	3.85	3.80	3.78
17-P-OT	Occupational Therapist Supervisor	3.90	3.85	3.80	3.78

GRID LEVEL	CLASSIFICATION	STEP 1	STEP 2	STEP 3	STEP 4
17-P-PT	Physiotherapist Supervisor	3.83	3.80	3.75	3.73
17-P-RN	Nurse Supervisor	3.89	3.86	3.84	3.79
17-P-SLP	Speech Language Pathologist	3.87	3.84	3.81	3.78
18-P-SLP	Speech Language Pathologist Supervisor	3.89	3.84	3.78	3.74
17-P	All 17-P Classifications	3.84	3.79	3.75	3.71
18-P	All 18-P Classifications	3.82	3.77	3.72	3.69
19-P	All 19-P Classifications	3.77	3.73	3.69	3.66
20-P	All 20-P Classifications	3.92	3.87	3.82	3.80

\*Grid 16-P Dietitian be changed to Grid 16-P-RD and no LWR or GWI will be applied on April 1, 2022 to keep in line with the equivalent classification in the Health Science Professionals (HSP) wage schedule.

- This position was reclassified from Grid 15-P Nutritionist to Grid 16-P Dietician for the April 1, 2021, LWR increases and exceeded the wage rate of its comparator in HSP in error. On April 1, 2021, 16-P Dietician reached the April 1, 2022 wage rate of its comparator in HSP.
- To correct the error, no wage adjustments will apply to the 16-P Dietician job classification for April 1, 2022, and the 6.75% GWI will be applied for April 1, 2023 to keep in line with the Health Science Professionals (HSP) wage schedule.
- As a result, incumbents will be red-circled at the April 1, 2021 wage rate (\$46.15 at Step 4), and receive retroactive pay to April 1, 2022 equivalent to 50% of the GWI (\$47.03 at Step 4). They will no longer be red-circled on April 1, 2023 when the wage rate exceeds the red-circled rate.

## April 1, 2023 Preliminary Wage Grid

The April 1, 2023 preliminary wage grid includes all known increases (5.5% GWI and 1.25% Cost of Living Adjustment (COLA)) effective April 1, 2023. Further adjustments will be made once the Health Sector Wage Comparability increases are finalized, which can include retroactive increases to April 1, 2023.

## Compensation and Employee Turnover Report (C&ETR)

In 2022, we had a report collection participation rate of 81.1% of CSSEA member agencies. 37 agencies or 23% submitted payroll extract. We estimate that the information collected captured close to 85% of the total full-time equivalents (FTE).

In 2022, five (5) Report Orientation webinars were conducted, with 180 individuals from 126 agencies participating.

As of July 21, 2023, we have received reports from 70.0% of our members. At our current rate, we are poised to match or exceed last year's participation rate as well as FTEs captured.



## Non-Union / Non-CSSEA Data Collection

In 2023 approximately 685 non-union social services agencies were invited to complete the *Compensation and Employee Turnover Report*. As of July 21, 2023, we have received reports from 415 non-CSSEA agencies yielding a participation rate of 60.6%.

CSSEA is collecting the report 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 and together, completed 460 job classification reviews from 97 agencies in the past year. In addition, CSSEA completed 60 job classification reviews from seven Associate agencies in the past year.

BY REGION	AGENCIES	JOBS
Kootenays	6	15
Lower Mainland	38	213
North	12	38
Thompson	16	55
Vancouver Island	25	139

BY DIVISION	JOBS
Indigenous Services	44
Community Living Services	80
General Services	336

BY UNION	JOBS
BCGEU	343
HSA	67
HEU	35
CUPE	8
USWA	2
CLAC	1

## New Members

Independence Networking Services - February 27, 2023  
 Kiwassa Neighbourhood Service - OIC Date February 27, 2023  
 Pacific Coast Children's Resources Inc - April 3, 2023  
 Sooke Shelter Society - June 12, 2023

## Members who left

Cherry Doors - Agency Closed

## Name Changes

Campbell River and District Association for Community Living is now **Rivercity Inclusion Society**  
 North Shore ConneXions Society is now **Intellectual Disabilities Society**

## Social Services

### Workforce Information System (WFIS)

The strength of our data collection systems have made it possible for the Research and Knowledge Management department to offer more to members by way of reports. They include:

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

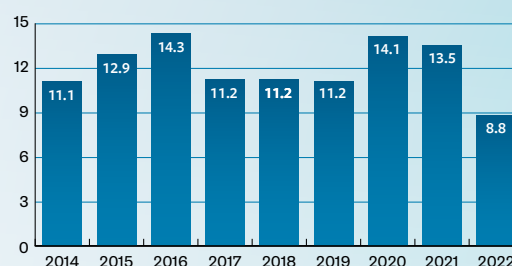
1. Executive Director Salary Report
2. Management & Excluded Salary Report
3. Non-Union Salary Report
4. Employee Turnover Report
5. Employee Turnover Report by Region
6. Employee Turnover Report by Classification
7. Agency Specific Employee Turnover Report
8. HR Metrics Report
9. Agency Specific HR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

## CSSEA Website Job Posting

A total 466 jobs from member agencies and associates were posted in the Careers page of the CSSEA website.

## Early Intervention Program

The Community Social Services Early Intervention Program (CSSEIP), continues to be a mandatory component of the 2022-2025 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 LTD incidence rate decreased significantly in 2022 and represents an important step in the right direction.



# Communications and Awards of Excellence



*An impressive turnout at CSSEA's 2022 Community Social Services Awards of Excellence*

## 2022 Bargaining

A year following the commencement of collective bargaining in February 2022 came news that the parties reached new 2022-2025 collective agreements for the community social services sector. The successful conclusion of negotiations begins an orchestration of various communications-related efforts to inform and educate the membership on new details of the deal, as well as to execute a sector-wide ratification vote.

A series of in-person (and one virtual) member meetings were swiftly organized around the province so CSSEA's Lead Negotiator could outline key elements of the deal, field member questions and arm voters with all the information they required to make an informed decision. The actual ratification vote involved a year-long process in which CSSEA communicated with all members to ensure bargaining contacts from the last round were still current and if not, to update any outdated entries. Ultimately, the ratification vote was postponed by one week so the Employer Bargaining Committee could meet with provincial funders to clarify the intent of the government funding letter, specifically its application to the non-union and excluded management compensation increases. Following the meeting, the committee reaffirmed its recommendation to the membership to ratify and on March 29, 2023 CSSEA announced the ratification of the agreements by all three membership divisions - Community Living Services voted 98.6% in favour; General Services voted 97.2% in favour; and Indigenous Services voted 100% in favour of the 2022-2025 Collective Agreements.

## AGM and Conference

CSSEA's first in-person AGM and conference in three years took place in Vancouver in October 2022 to much excitement but also an acknowledgement of the post-pandemic landscape. The event, entitled *Together & Forward*, attracted 261 registrants and while that represents a robust turnout, it was an 18.7% decrease from our last in-person conference in 2019, which attracted 321 attendees.

The AGM saw members welcoming one new General Services panel member, Valerie Janz, from Interior Community Services. CSSEA's Board of Directors, welcomed Government Appointee Keith Godin, EFO and Assistant Deputy Minister from the Ministry of Children and Family Development.

The AGM saw the introduction of one divisional resolution from the General Services panel that, following discussion with the membership at large, was split into two separate resolutions. Specifically, the resolution was revised as follows:

*BE IT RESOLVED THAT CSSEA will consider eliminating all paid bargaining days for Union staff. - adopted*

*BE IT RESOLVED THAT CSSEA will consider reallocating monies to executive backfill for collective bargaining. - defeated*

Member feedback through the post-conference survey continued to confirm that the most sought-after sessions remain those that are related to HRLR topics. The three most well-rated and highly attended sessions at the 2022 conference were the legal roundup, mental health in the workplace, and conducting workplace investigations. While members continue to seek hands-on, resource-rich sessions that focus on human resources and labour law, attendees were overwhelmingly receptive to the keynote speaker, Colin Angus, who used his experiences as a lifelong adventurer to highlight stories of resilience, overcoming adversity and teamwork.





*Behind the scenes at one of CSSEA's Community Social Services Awards of Excellence filming sessions.*

### Branding Initiatives

While CSSEA commenced work to complete the 2019-2022 Strategic Plan goal of designing and developing a new website, this deliverable was delayed due to IT resources having been re-deployed during the pandemic to strengthen the network and facilitate remote work arrangements. Now that operations have normalized, CSSEA is once again committing attention and resources to producing a new website that maximizes functionality and member usability. CSSEA has retained website design specialists to provide expertise on a modern design that prioritizes streamlined organization, user friendliness, quality of resource offerings and visual appeal. We believe the current website houses a trove of valuable information that, when re-structured, will provide a convenient first stop for members wanting to consult CSSEA for HR/LR expertise. The new website is currently in the prototype production phase and once key templates are finalized, we will move towards migrating content and eventually, an official launch.

CSSEA's plan to launch a new website coincides with our upcoming 30th anniversary in 2024. As such, we are seizing on this opportunity to also launch a new brand presence. As CSSEA's current logo was born from the organization's early days, we believe it's timely to revitalize the brand and reveal an aesthetic that illustrates professionalism, modernity and trust. The rollout of CSSEA's new branding on the website will serve as a catalyst to refresh all current visual assets, including communications templates, stationary and physical collateral. The brand re-vamp is expected to commence at the end of 2023 and continue through the first two quarters of 2024.

### BC Community Social Services Awards of Excellence

CSSEA was thrilled to once again host an in-person Community Social Services Awards of Excellence, generously sponsored by TELUS, to award four new and deserving recipients. The luncheon was attended by 270 people, who gathered to celebrate and congratulate:

**Rising Star** – Angela Vermeer, *Outreach Support Worker, Chilliwack Society for Community Living*

**Hero** – Neil Cutler, *Community Support Worker, Nanaimo Supportive Lifestyles Ltd.*

**Leader** – Lise Boughen, *Director of Inclusive Housing, UNITI*

**Legend** – Kathy Stinson, *Chief Executive Officer, Victoria Cool Aid Society*



*2022 AWARD WINNERS FROM L TO R: Leader Lise Boughen; Legend Kathy Stinson; Hero Neil Cutler; and Rising Star Angela Vermeer.*

The first in-person awards in three years also allowed CSSEA to acknowledge and congratulate 2021 winners who were celebrated through a virtual ceremony. CSSEA provided transportation and accommodation to 2021 winners to attend, as we believed it was important for all winners to receive the full experience that comes with being acknowledged as an awards recipient. We thank TELUS for allowing us to continue to celebrate the achievements of our sector, as well as to the member panel and external judging panel who selected final winners.

### 2023 Member Committee

Ann Kutcher, *Westcoast Family Centres Society*

Shari Mahar, *Community Integration Services Society*

Jaye Russell, *Sea to Sky Community Services*

Tanya Sather, *Burnaby Association for Community Inclusion*

Anita Sihota, *Delta Community Living Society*

Jamieson Skinner, *TELUS*

### Judging Panel

Mark Bermel, *TELUS*

Doug Campbell, *Consultant*

Christian Codrington, *Principal Consultant, Forum HR*

Gord Gruger, *ComVida*

# Community Social Services Health & Safety Association of BC

## COMMUNITY SOCIAL SERVICES Health & Safety Association of BC



The Community Social Services Health and Safety Association recently held its second Annual General Meeting, affirming its current slate of Board and Advisory Panel members. It also appointed a new Independent Chair, Rick FitzZaland, in April 2023 to lead the organization. We wish the Association every success as it continues to establish its identity and impact health and safety outcomes in the social services sector.

### ASSOCIATION BOARD MEMBERS 2023

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**Richard (Rick) FitzZaland**, *Independent Chair*  
**Gentil Mateus**, *Past Chair*  
**Janice Barr**, *Community Living Society*  
**Tanya Behardien**, *OneSky Community Resources*  
**Brian Campbell (Treasurer)**, *BC General Employees' Union (BCGEU)*  
**Gordon Cote**, *NARSF Programs Ltd.*  
**Chantel Foden**, *Spectrum Society for Community Living*  
**Diane Hong**, *S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society)*  
**Tammy Khanna (Secretary)**, *Independent Living Housing Society of Greater Victoria*  
**Christina Lloyd-Jones**, *Hospital Employees' Union (HEU)*  
**Jonathan (Jonny) Morris**, *Canadian Mental Health Association - BC Division*  
**Pamela Pye**, *BC General Employees' Union (BCGEU)*  
**Denise Subotin** (non-voting), *WorkSafeBC*  
**Carmen Sullivan**, *Canadian Union of Public Employees (CUPE)*  
**Judy Valsonis**, *Touchstone Family Association*  
**Michael (Mike) Wisla**, *Health Sciences Association of BC (HSA)*

### ADVISORY PANEL MEMBERS 2022/2023

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**Satvinder Basran**, *Chair, Association CEO (Interim)*  
**Ana Lucia Mateus**, *Executive Assistant (Recorder)*  
**Jeremy Bara**, *Vancouver Aboriginal Child & Family Services*  
**Jeremy Cain**, *ASK Wellness Society*  
**Graham Chaplow**, *Developmental Disabilities Association*  
**Mary-Ann Clavette (non-voting)**, *WorkSafeBC*  
**Laura Faccione**, *Hospital Employees' Union (HEU)*  
**Farzad Kasad**, *Health Sciences Association of BC (HSA)*  
**Harrison Mak**, *S.U.C.C.E.S.S.*  
**Matthew Marier**, *Axis Family Resources Ltd.*  
**Terri Nakayama**, *Starbright Children's Development Centre*  
**Mandy Rhodes**, *Milieu Family Services Inc.*  
**Brandon Thistle**, *BC General Employees' Union (BCGEU)*



# Social Services Compensation Standards Project



*Young artists display their works at the Youth Anti-Racism Awareness Art Exhibition on March 21, 2023 at Surrey City Hall.*  
Photo submitted by PICS

## **Flowing from the work conducted by the Social Services**

Roundtable, the Public Sector Employers' Council Secretariat (PSEC) is leading the Social Services Sector Compensation Standards (SSSCS) Project, which aims to develop a compensation funding plan to set clear, consistent and appropriate compensation standards for non-union employees, managers, and executives across both unionized and non-union agencies in the social services sector.

CSSEA was selected by PSEC Secretariat to lead the project of undertaking detailed work associated with the creation of benchmark management job profiles and a management salary band hierarchy for our sector which, unlike other public sectors, does not have a Management Excluded Compensation Plan. A separate initiative under this project will include a high-level analysis of non-union (bargaining unit equivalent) compensation versus their equivalent unionized jobs. This will include providing estimates, scenarios and recommendations on how government could close the wage and benefit gap and ensure the sector is competitive in the job market. This will also include preliminary recommendations on an implementation strategy, process and timeline.

Under the direction and guidance of PSEC, CSSEA is working with an Advisory Group (AG) composed of ten (10) leaders from both CSSEA and Non-CSSEA agencies in the sector.

## **We acknowledge the contribution of the following AG members:**

Communitas Supportive Care Society  
**Karyn Santiago**

Community Living Services  
**Janice Barr**

Community Social Services Employers' Association  
**Gentil Mateus**  
**Eric Peraro**  
**Jon Paul Dicks**  
**David Lin**  
**Kate Chan**

Family Services of Greater Vancouver  
**Lara Barley**

MOSAIC  
**Olga Stachova**

Options Community Services  
**Christine Mohr**

PLEA Community Services Society of BC  
**Tim Veresh**

posAbilities Association of BC  
**Bouwe Wierdsma**

Public Sector Employers' Council Secretariat  
**Claudia Calderon**

# 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

Year ended March 31, 2023, with comparative information for 2022

	2023	2022
		(Restated- note 3)
<b>FINANCIAL ASSETS</b>		
Cash	\$ 642,153	\$ 104,289
Term Deposits (note 4)	250,000	1,150,000
Investments at fair value (note 5)	595,555	608,703
Accounts receivable	21,016	28,538
	1,508,724	1,891,530
<b>LIABILITIES</b>		
Accounts payable and accrued liabilities	427,679	280,833
Deferred revenue (note 7)	263,513	697,457
Obligations under capital leases (note 8)	40,013	53,432
Asset retirement obligation (note 9)	99,501	96,371
	830,706	1,128,093
Net financial assets	678,018	763,437
<b>NON-FINANCIAL ASSETS</b>		
Tangible capital assets (note 10)	134,430	160,169
Prepaid expenses	65,242	77,082
	199,672	237,251
Accumulated surplus	\$ 877,690	\$ 1,000,688
Accumulated surplus is comprised of:		
Accumulated surplus (note 15)	\$ 826,814	\$ 912,766
Accumulated remeasurment gains	50,876	87,922
	\$ 877,690	\$ 1,000,688

Commitments (note 11)

Approved on behalf of the Board



## Statement of Operations and Accumulated Surplus

Year ended March 31, 2023, with comparative information for 2022

	2023	2022
	(note 2(k))	(Restated- note 3)
REVENUE	BUDGET	ACTUAL
Provincial government	\$ 2,909,001	\$ 2,951,713
Fees	697,540	623,904
Investment income, net (note 6)	29,886	79,304
	3,636,427	3,654,921
		3,196,185
EXPENSES (NOTE 14)		
Human resources and labour relations	998,936	976,973
General	1,128,886	1,176,158
Research and knowledge management	1,056,024	930,789
Membership	452,216	500,125
Bargaining	130,806	156,828
	3,766,868	3,740,873
		3,382,313
Annual deficit	(130,441)	(85,952)
Accumulated surplus, beginning of year	912,766	912,766
Adjustment on adoption of the asset retirement obligation standard (note 3)	-	-
		(10,666)
Accumulated surplus, beginning of year, as restated	912,766	912,766
		1,098,894
Accumulated surplus, end of year	\$ 814,394	\$ 826,814
		912,766

## Statement of Remeasurement Gains and Losses

Year ended March 31, 2023, with comparative information for 2022

	2023	2022
Accumulated remeasurement gains, beginning of year	\$ 87,922	\$ 84,235
Unrealized gains (losses) generated during the year from:		
Investments	(13,148)	20,743
Remeasurement gains realized and reclassified to the Statement of Operations and Accumulated Surplus from:		
Investments	(23,898)	(17,056)
Net remeasurement (losses) gains for the year	(37,046)	3,687
Accumulated remeasurement gains, end of year	\$ 50,876	\$ 87,922

For a copy of CSSEA's full financial statements, please contact us.

# Panels

## INDIGENOUS SERVICES

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### CHAIR

**Melanie Hudson**, *Chief Executive Officer*  
*Island Métis Family & Community Services, Victoria*

### VICE CHAIR

**Adam Calvert**, *Executive Director*  
*Métis Family Services, Surrey*

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

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

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

## GENERAL SERVICES PANEL

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### CHAIR

**Judy Valsonis**, *Executive Director*  
*Touchstone Family Association, Richmond*

### VICE CHAIR

**Jaye Russell**, *Executive Director*  
*Sea to Sky Community Services Society, Squamish*

**Valerie Janz**, *Executive Officer*  
*Interior Community Services, Kamloops*

**Ann Kutcher**, *Executive Director*  
*Westcoast Family Services Society, North Vancouver*

**Sanjeev Nand**, *Executive Director*  
*Langley Community Services Society, Langley*

**Rod Santiago**, *Central Executive Officer*  
*Archway Community Services Society, Abbotsford*

**Tim Veresh**, *Executive Director*  
*PLEA Community Services Society of BC, Vancouver*

## COMMUNITY LIVING SERVICES PANEL

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### CHAIR

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

### VICE CHAIR

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

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

**Ryan Cucheron**, *Executive Director*  
*Venture Training, Vernon*

**Dana Gorbahn**, *Chief Executive Officer*  
*Gorbahn Professional Alternative Resources Inc., Smithers*

**Shari Mahar**, *Executive Director*  
*Community Integration Services Society, Port Coquitlam*

**Tanya Sather**, *Executive Director*  
*Burnaby Association for Community Inclusion, Burnaby*

**Anita Sihota**, *Executive Director*  
*Delta Community Living Society, Delta*

## CSSEA 2022 BARGAINING TEAM

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### INDIGENOUS SERVICES

**Melanie Hudson**, *Island Métis Family and Community Services*  
**Adam Calvert**, *La Société de les Enfants Michif*

### GENERAL SERVICES

**Ann Kutcher**, *Westcoast Family Centres Society*  
**Sanjeev Nand**, *Langley Community Services Society*  
**Judy Valsonis**, *Touchstone Family Association*

### COMMUNITY LIVING SERVICES

**Fernando Coelho**, *posAbilities Association of British Columbia*  
**Tammy Khanna**, *Independent Living Housing Society of Greater Victoria*  
**Tanya Sather**, *Burnaby Association for Community Inclusion (BACI)*  
**Anita Sihota**, *Delta Community Living Society*  
**Dawn Hein**, *Mission Association for Community Living*

### CSSEA

**Gentil Mateus**, *(CEO)*  
**Mark Slobin**, *(Lead Negotiator)*  
**Eric Peraro**, *(Research and Knowledge Management)*  
**Vangie Johnson**, *(Administration)*





*Marlene lives in one of Community Living Victoria's community homes and always has a smile on her face, especially when the sun comes out.*  
Photo submitted by Community Living Victoria

+ Lower Fraser Valley Aboriginal Society + M.O.S.A.I.C. Multi-lingual Orientation Service Association for Immigrant Communities + Mackenzie Counselling Services Society dba Mackenzie Community Services + Malaspina Community Resource Services Ltd. + Maple Ridge/Pitt Meadows Community Services + Milieu Children & Family Services Inc. + Milieu Family Services Inc. + Mission Association for Community Living + Mission Community Services Society + Mount Pleasant Child Care Society + MSA Society for Community Living + Multicultural & Immigrant Services Association (MISA) of North Vancouver Island dba Immigrant Welcome Centre + Nanaimo Association for Community Living + Nanaimo Supportive Lifestyles Ltd. + NARSF Programs Ltd. + Nelson CARES Society + Nelson Community Services Society + NEXUS Community Support Society + North Coast Community Services Society + North Coast Transition Society + North Island Community Services Society + North Island Crisis & Counselling Centre Society + North Island Employment Foundations Society + North Okanagan Youth and Family Services Society + North Peace Community Resources dba Community Bridge + North Shore Crisis Services Society + North Shore Disability Resource Centre Association + North Shore Neighbourhood House + Northwest Inter-Nation Family & Community Services Society + Oceanside Homelessness Ecumenical Advocacy Response Team Society dba OHEARTS + Okanagan Boys & Girls Clubs + Okanagan Foster Parents Association + Omineca Safe Home Society + OneSky Community Resources + OPTIONS Community Services Society + Our Place Society + Pacific Centre Family Services Association + Pacific Coast Children's Resources Inc. + Pacific Coast Community Resources Inc. + Pacific Community Resources Society + Pacific Developmental Pathways Ltd. + PacificCARE Family Enrichment Society + Pathways Abilities Society + Penticton & District Society for Community Living + Phoenix Transition Society + PLEA Community Services of British Columbia + Port Alberni Association for Community Living + Port Alberni Family Guidance Association + Port Alberni Shelter Society + posAbilities Association of British Columbia + Powell River & Region Transition House Society + Powell River Child, Youth and Family Services Society + Prima Enterprises Ltd. + Prince George and District Elizabeth Fry Society + Progressive Inter-Cultural Community Services Society + Quesnel Community Living Association + Reach Child and Youth Development Society + Rivercity Inclusion Society + Robson Valley Community Services Society + S.U.C.C.E.S.S. + Saanich Neighbourhood Place + Sage Haven Society + Salal Sexual Violence Support Centre + Salmo Community Resource Society + Salt Spring and Southern Gulf Islands Community Services Society + SARA For Women Society + Sea to Sky Community Services Society + Semiahmoo House Society dba UNITI Partners + SHARE Family and Community Services Society + Shekinah Homes Society + Shuswap Area Family Emergency Society + Shuswap Association for Community Living + Smithers Community Services Association + Sooke Family Resource Society + Sooke Shelter Society + Sooke Transition House Society + Sources Community Resources Society + South Okanagan Women in Need Society + South Peace Community Resources Society + Southern Okanagan Association for Integrated Community Living + Spectrum Society for Community Living + Squamish Helping Hands Society + St. Leonard's Youth and Family Services Society + Starbright Children's Development Centre Association + Strive Living Society + Summerland Community Support + Summit Community Services Society + Sunshine Coast Association for Community Living + Sunshine Coast Community Services Society + Surrey Association for Community Living + Surrey Women's Centre Society + Swan Community Services Ltd. + Terrace & District Community Services Society + Terrace Women's Resource Centre Society + The Anawim Companions Society + The Bridge Youth & Family Services Society + The Castlegar and District Community Services Society + The Children's Foundation + The Cridge Centre for the Family + The Downtown Eastside Women's Centre Association + The Elizabeth Fry Society of Greater Vancouver + The Family Education and Support Centre + The Federation of Community Social Services of BC + The Garth Homer Society + The John Howard Society of North Island + The John Howard Society of Victoria + The Little Mountain Neighbourhood House Society + The Ridge Meadows Association for Community Living + The Vi Fineday Family Shelter Society + The Victoria Cool Aid Society + Thompson Community Services Inc. + Thrive Social Services Society + THS Society of Transition Houses dba BC Society of Transition Houses + Touchstone Family Association + Trail Association for Community Living + Tri-City Transitions Society + Turning Points Collaborative Society + United Way British Columbia + Valley Community Services Society + Valley Integration to Active Living Society + Vancouver & Lower Mainland Multicultural Family Support Services Society + Vancouver Aboriginal Child and Family Services Society + Vancouver Island Autistic Homes Society + Vernon and District Association for Community Living + Victoria Association for Community Living dba Community Living Victoria + Victoria Community Resources Society + Victoria Sexual Assault Centre Society + Victoria Single Parent Resource Centre Society + Victoria Women's Transition House Society + Victoria Youth Empowerment Society + W.J. Stelmaschuk and Associates Ltd. + West End Senior's Network Society dba WESN + Westcoast Child Care Resource Centre + Westcoast Community Resources Society + Westcoast Family Centres Society + Western Human Resource Corp. + Williams Lake Association for Community Living + Windermere District Social Services Society dba WeConnect + WISH Drop In Centre Society + Younghusband Resources Ltd. +



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+ Ksan House Society + La Société de les Enfants Michif (Métis Family Services) + Langley Community Services Society + Lii Michif Otipemisiwak Family & Community Services Society + Living Well Home Care Services Inc. + LMSCL - Lower Mainland Society for Community Living + Lower Fraser Valley Aboriginal Society + M.O.S.A.I.C. Multi-lingual Orientation Service Association for Immigrant Communities + Mackenzie Counselling Services Society dba Mackenzie Community Services + Malaspina Community Resource Services Ltd. + Maple Ridge/Pitt Meadows Community Services + Milieu Children & Family Services Inc. + Milieu Family Services Inc. + Mission Association for Community Living + Mission Community Services Society + Mount Pleasant Child Care Society + MSA Society for Community Living + Multicultural & Immigrant Services Association (MISA) of North Vancouver Island dba Immigrant Welcome Centre + Nanaimo Association for Community Living + Nanaimo Supportive Lifestyles Ltd. + NARSF Programs Ltd. + Nelson CARES Society + Nelson Community Services Society + NEXUS Community Support Society + North Coast Community Services Society + North Coast Transition Society + North Island Community Services Society + North Island Crisis & Counselling Centre Society + North Island Employment Foundations Society + North Okanagan Youth and Family Services Society + North Peace Community Resources dba Community Bridge + North Shore Crisis Services Society + North Shore Disability Resource Centre Association + North Shore Neighbourhood House + Northwest Inter-Nation Family & Community Services Society + Oceanside Homelessness Ecumenical Advocacy Response Team Society dba OHEARTS + Okanagan Boys & Girls Clubs + Okanagan Foster Parents Association + Omineca Safe Home Society + OneSky Community Resources + OPTIONS Community Services Society + Our Place Society + Pacific Centre Family Services Association + Pacific Coast Children's Resources Inc. + Pacific Coast Community Resources Inc. + Pacific Community Resources Society + Pacific Developmental Pathways Ltd. + PacificCARE Family Enrichment Society + Pathways Abilities Society + Penticton & District Society for Community Living + Phoenix Transition Society + PLEA Community Services of British Columbia + Port Alberni Association for Community Living + Port Alberni Family 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