

Community Social Services Employers' Association of BC

ANNUAL REPORT 2024



Submitted by CSSEA

Contents

- 4** About
- 6** Board Chair Message
- 7** CEO Message
- 8** Our Members
- 9** Our Associates
- 10** HRLR Services
- 12** From CSSEA's Archives
- 14** Finance, Research and Knowledge Management
- 16** Communications and Awards of Excellence
- 18** Social Services Compensation Standards Project
- 20** CSS Health and Safety Association
- 20** Financial Statements
- 22** Board and Panels



Submitted by AimHi

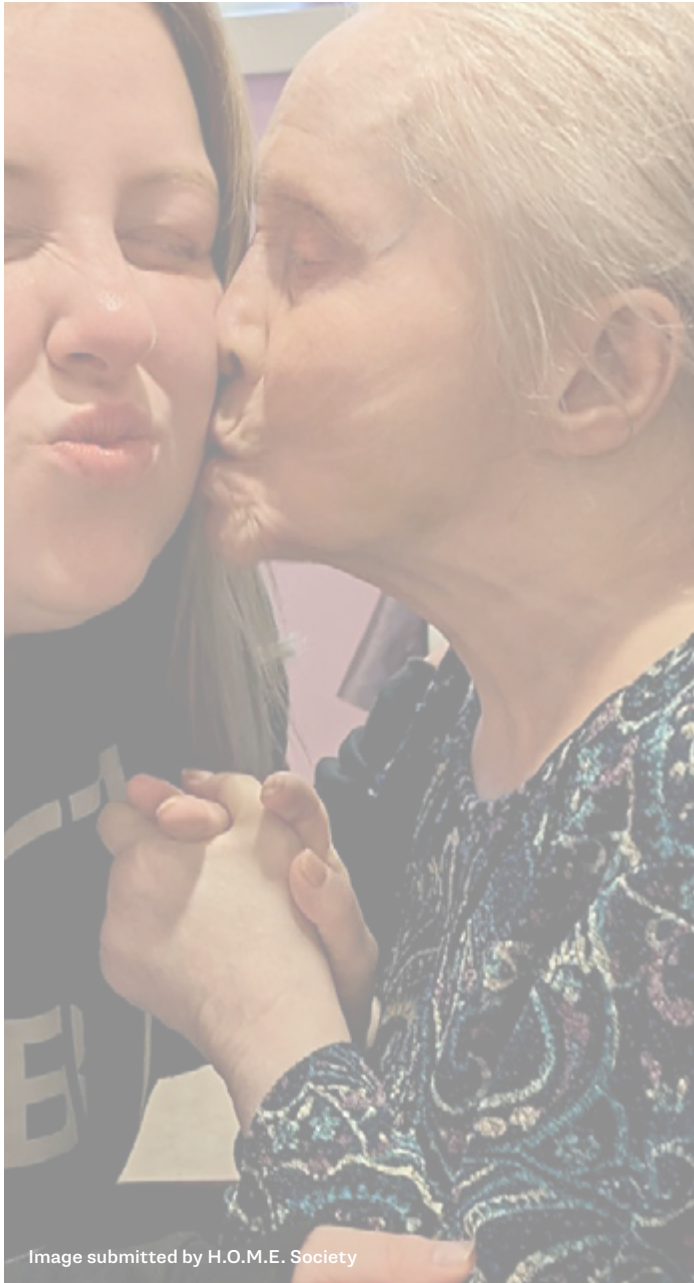


Image submitted by H.O.M.E. Society

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.

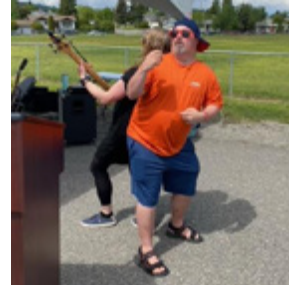
We work collaboratively with our members and government, value member input and support and promote open and honest communication.

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.

About



Submitted by AimHi

The Community Social Services Employers' Association of BC (CSSEA) provides human resources, labour relations, collective bargaining services, and research and knowledge management to 207 members and 83 associates throughout the province ranging in size from under 10 employees to more than 1,000 and collectively employing more than 26,000 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.

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

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

OPPOSITE PAGE:
Westcoast Family Centres Society welcomed Hon. Mitzi Dean, Minister of State for Child Care, for a tour with Ann Kutcher, CEO and Aaron Rivard, Indigenous Education Consultant.
Image submitted by Westcoast Family Centres Society



Board Chair Message



Ryan Cucheron

Stepping into the role as first-year Board Chair in a time of transition no doubt comes with unique challenges, and I am proud that we weathered the past 12 months with grace, patience and professionalism.

CSSEA has not seen a leadership change in over a decade so it was natural for members, CSSEA staff and sectoral partners to feel a sense of insecurity as we navigated the process of recruiting a new Chief Executive Officer. I was fortunate to be involved in the Board search process, which was led by seasoned executive search firm, Boyden, and involved a comprehensive process that invited early feedback from CSSEA's management team, a public tendering and several rounds of interviews. The board's search sub-committee was impressed with the level of experience, credentials and accomplishments of several potential candidates and I am confident we selected the right individual for the role.

It is rare to be able to recruit a leader with far-reaching preexisting knowledge about a sector as complex as ours and Sandra Case possesses that core understanding of community social services. As a lawyer with a decade of experience as CSSEA's Director of HR/LR prior to moving onto progressively more senior roles, Sandra possesses the advantage of being knowledgeable about sector-specific issues on day one of the job.

I am fortunate that my role as Board Chair coincides with the milestone year of CSSEA's 30th anniversary. Though challenges have existed in its early days, CSSEA has matured greatly since its inception in 1994 to become an organization with a clear identity of its role vis-à-vis the larger public sector. CSSEA has been a dutiful representative for the sector, as it leveraged its role as bargaining agent to ensure that the historically low wages that have characterized our work was systematically and incrementally addressed over the past decade. What the sector can be most proud of in this 30-year milestone year is the achievement of

wage comparability at the top step with our closest comparator in health. CSSEA's visionary investment in data collection has allowed it to elevate the membership while also serving as a trusted data resource for government. With CSSEA now undertaking data collection work on behalf of government for non-CSSEA agencies as well as with the Social Services Sector Compensation Standard (SSSCS) Project, CSSEA is an integral contributor and partner to the important work of sector-wide compensation planning.

Looking forward, the most topical issue for the membership will be the next round of collective bargaining. CSSEA's Bargaining Team is well underway in its preparations, as it conducted outreach with the membership through an in-person provincial tour, as well as engagement through e-mail and webinar. Feedback obtained from the membership will serve as a compass for the Bargaining Team as it prepares its bargaining plan and strategizes on the priorities most worthy of pursuing at the bargaining table. I thank CSSEA for taking the early lead in ensuring all members have a platform to voice their issues and contribute to the evolution of our collective agreements. From here, I look forward to welcoming the member appointees onto the 2025 Bargaining Team following this year's AGM. A busy fall and winter are also expected, as local issues and essential services negotiations are scheduled to ramp up in anticipation of a 2025 call to the bargaining table.

I will conclude my remarks by acknowledging the incredible work of CSSEA staff who have continued to support the sector without pause, despite experiencing unknowns for much of the past year with its leadership. I am particularly grateful to the management team who kept the organization moving forward by maintaining close connections with myself, the membership, government, staff, joint committees and other sectoral partners. With Sandra now at the helm, I am confident CSSEA has the requisite pieces in place to lead the community social services sector capably into the next decade.

CEO Message



Sandra Case

Since returning to the community social services sector as your CEO after 13 years away, it has been wonderful to reconnect and remarkable to witness how much the sector has progressed. Most notably, we have achieved significant progress in achieving wage increases for community social services employees and have largely closed the pay gap with our comparative colleagues in community health. This parity has been sought over decades and is the foundation to successful recruitment and retention. It is gratifying to see this progress.

Much of what we were able to accomplish can be attributed to a sustained focus on data. While we require time and energy of our members to complete annual data collection reports, there is no doubt our efforts have been rewarded; CSSEA's ability to paint a quantitatively robust picture to government has allowed us to achieve several rounds of Low Wage Redress in the sector's goal towards parity.

The evolution of employers' working relationship with the Community Social Services Bargaining Association from contention in the early 2000's to one of respect and professionalism is another reason the sector has been able to advance in areas in which strategic synergies can be found. The most recent example of this has been the creation of the Community Social Services Early Intervention Coordinator position, which is intended to strengthen the functioning of the EIP program from both an employer and union perspective. As we await the union's appointment of their Coordinator, CSSEA is laying the early groundwork by fielding member queries, conducting outreach and working with the sector's benefits providers on developing procedures and best practices.

I have also been delighted to see that the challenging work that is often so selflessly carried out by social services workers is now being recognized and celebrated through the annual Community Social Services Awards of Excellence. The past nine years have recognized and amplified the work of 32 outstanding individuals

and this not only inspires but reaffirms that the work we do in this sector is significant, meaningful and impactful. I thank Telus for allowing us to celebrate our sector's most exceptional individuals over the years and look forward to taking part in my first awards ceremony this fall.

Given that the current work landscape dictates that we incorporate technology more than ever in our daily work interactions, I am supportive of the strategic investments and partnerships CSSEA has made in technology, particularly with our e-learning platform and webinar capabilities. CSSEA's recent ability to provide one year of core labour relations e-training through My Learning Hub is a welcome opportunity for all leaders, as it has already empowered hundreds of participants to arm themselves with Labour Relations best practices through on-demand learning. At the time of writing, subscriptions to the e-learning hub have reached 470 and for that, I thank the Federation of Community Social Services of BC for funding this training tool.

This is all to say that, in our now 30-year history, CSSEA has established strong foundations on which to continue building constructive accomplishments. I anticipate the implementation of our next Strategic Plan will continue to cement CSSEA's impact in the sector with operational goals that include more streamlined data collection, continued leveraging of technology, the implementation of a Truth and Reconciliation plan, and more. I look forward to working with the Board and government partners on operationalizing the plan and will keep the membership informed on key milestones along the way. I will close by thanking CSSEA staff for their continued professionalism and perseverance during the past year of transition - it is a committed, passionate team and I am very grateful to work with them every day. As we look ahead, I am optimistic that the solid foundation we have built will serve as the basis for greater innovation, stronger relationships and continued positive outcomes for the sector.

Our Members



Submitted by H.O.M.E. Society

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 1,000 employees and collectively employ over 26,000 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	4
Community Living Services	93	10
General Services	108	69
Total	207	83

MEMBERS AND ASSOCIATES BY REGION

REGIONS	MEMBERS	ASSOCIATES
Kootenays	15	7
Lower Mainland	80	36
North	25	6
Thompson Okanagan	31	14
Vancouver Island	56	20
Total	207	83

MEMBERS AND ASSOCIATES BY UNION AFFILIATION

UNION	MEMBERS	UNION	MEMBERS
BCGEU	124	HEU	18
BCNU	1	HSA	18
CLAC	2	UFCW	2
CSWU	1	USWA	4
CUPE	31		
		Total	201*

* 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 collective bargaining:

- Collective Bargaining
- 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
- 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
- Sector Surveys and Reports
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website
- HRLR Email Alerts



Kyndred Community Living Society presents its Janice Womersly Friendship Award each year in memory of a person served. Carise Wright (R) was last year's recipient. Image submitted by Kyndred Community Living Society

Subscription Services Package (\$200/year), which includes:

- Access to CSSEA's Members' Only Website
- 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 Email Alerts

HRLR Services

The major focus of HRLR staff over the past year shifted from bargaining-related activities in concluding the sectoral collective agreements in early 2023, to supporting members in their human resource and labour relations activities including enhancing educational offerings and representing members in dispute resolution processes.

Some of the departmental highlights were:

1. Securing one-year funding from the *Federation of Community Social Services of BC* to make online/on-demand education courses on the CSSEA Leadership HUB available for free to managers and leaders of both Federation and CSSEA members. Seven courses created by CSSEA staff customized for this sector are available to support leaders in gaining essential competencies for working in a unionized environment in community social services.
2. Reaching agreements for specific program employees to enhance take-home compensation and improve upon recruitment and retention. In particular, agreements were reached to enhance compensation levels for Early Childhood Educators in May 2024 and key Supportive Housing employee groups in the summer of 2024.
3. Continued development of a database for essential services negotiations to make it easier for members to reach agreement on levels in the event of job action. This database will be launched and ready for member use before the upcoming round of provincial bargaining.
4. Preparations are well underway for the next round of bargaining. CSSEA has engaged in consultation processes with all of its constituents, including a provincial series of “town hall” meetings in July 2024 and a webinar meeting in September 2024 to gather input into members’ bargaining objectives and priorities.
5. Hiring of a Community Social Services Early Intervention Program (CSSEIP) Coordinator. CSSEA announced in late 2023 that it appointed Satvinder Basran as the employers’ CSSEIP Coordinator. Since assuming the role, Satvinder met with agencies who experienced a variety of challenges with the EIP. He also met with the sector’s benefits providers and has made a number of presentations to employers around the province. In the year ahead, he will be collecting aggregate data on CSSEIP and WorkSafeBC claims with the aim of developing a CSSEIP disability management database that will identify disability management status and trends.



Vanessa Wong, longtime consultant, recently celebrated 25 years at CSSEA and was also promoted to Manager of HRLR.

Image submitted by CSSEA

6. 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 members:
 - Britannia Community Services
 - First Nations Health Authority
 - First United Church Community Ministry Society
 - Fraser Valley Aboriginal Child and Family Services Society
 - Living Well Home Care
 - Terrace Women’s Resource Centre
7. Staffing in the HRLR Department continued to see changes. While there were some departures there was also good news in relation to hiring both replacement staff and additional FTEs. Funding was provided to add professional staff to address servicing challenges due to FTEs lost over recent years to help balance CSSEA’s budget and also due to increases in membership. The Department now has nine professional staff providing HRLR advice and representation services to over 200 regulated agencies and over 80 associate members. In addition, long-time HRLR Consultant, Vanessa Wong, celebrated her 25th year with CSSEA and was also recently promoted as manager of HRLR.
8. And finally, grievance and other dispute resolution activities have remained high over the past year. Most disputes were resolved without a need to proceed to formal adjudication. Statistics are provided on page 11.



Submitted by CSSEA

Litigation Activity

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances.

There were 270 referrals to hearings between September 1, 2023 and August 30, 2024:

- 250 matters referred to full arbitration and expedited arbitration
 - 154 for expedited arbitration
 - 96 for full arbitration
- 18 matters referred to the Labour Relations Board
- 1 matter referred to harrasment investigation
- 1 matter referred to the Human Rights Tribunal

This was an increase over the 256 referrals for the same period since our last report.

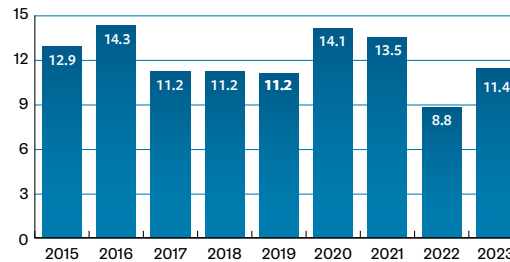
The breakdown of the top five types of issues referred to hearing contiues to be heavily weighted towards disciplinary matters.

Top 5 Grievance Issues

69	64	18	17	10
Dismissal (termination)	Other Discipline (including suspensions)	Job Posting and Selection	Hours of Work	COVID-19 Vaccine Mandates

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 increased slightly after seeing a significant dip in 2022.



From CSSEA's Archives

In celebration of our 30th anniversary, we dug into our photo archives and share these images of the members, staff and events that have shaped us over the past three decades.



CLOCKWISE FROM LEFT: CSSEA staff takes its social events very seriously, even creating custom top hats for a 2011 bowling competition; CSSEA celebrating the holidays with a festive lunch in 2009; Karen May, then CSSEA's Communications Assistant, enjoying some downtime while preparing for the 2010 AGM and Conference in Kelowna; Former member Sheri McCluskey catching up with our Pauline Irving.





CLOCKWISE FROM LEFT: *The early days of CSSEA's HRLR and Compensation and Benefits teams featuring (from L-R) Vanessa Wong, Cheryl Quon, Bonny Mak and Angela Davies; CSSEA's Satvinder Basran enjoying a coffee and chat with Chilliwack Society for Community Living's former Director of Human Resources, Cory Webb; Eric Peraro poses with former colleagues Shannon Bentley (L) and Marion Essery; Members enjoying a fabulous time at CSSEA's 2018 AGM and Conference; CSSEA in bargaining circa 2003*



Finance, Research and Knowledge Management

April 1, 2023 and April 1, 2024 Wage Grids & Health Sector Wage Comparability Distribution

Facilities Wage Comparability Review

CSSEA worked with the Employer Classification Committee and CSSBA on the Health Sector Wage Comparability distribution. The agreement provides for the following wage increases:

- JJEP (non-Paraprofessional) classifications in Grid Levels 1 to 9 received a \$0.25 per hour wage increase, after both the April 1, 2023 General Wage Increase (GWI) and cost of living adjustment (COLA) have been applied.
- JJEP (non-Paraprofessional) classifications in Grid Level 10 received a \$0.14 per hour wage increase, after both the April 1, 2023 GWI and COLA have been applied.

Nurses Collective Agreement

Licensed Practical Nurse (13-P-LPN), LPN Supervisor (14-P-LPN), Nurse (16-P-RN), and Nurse Supervisor (17-P-RN) received the following wage adjustments, effective April 1, 2023:

- **Licensed Practical Nurse (13-P-LPN):** Step 4 rate was increased by 9.61% to match the top rate of the April 1, 2023 Nurses Bargaining Association (NBA) wage schedule.
- **LPN Supervisor (14-P-LPN):**
 - Step 4 rate was increased by 8.91% to match the top rate of the April 1, 2023 NBA schedule.
 - Step 1 rate was increased by 0.85% to match the start rate of the April 1, 2023 NBA wage schedule.
- **Nurse (16-P-RN):** Step 4 rate was increased by 2.98% to match the top rate of the April 1, 2023 NBA wage schedule.
- **Nurse Supervisor (17-P-RN):**
 - Step 4 rate was increased by 5.35% to match the top rate of the April 1, 2023 NBA wage schedule.
 - Step 1 rate was increased by 0.02% to match the start rate of the April 1, 2023 NBA wage schedule.
 - Step 2 rates were calculated at one-third the difference between Step 1 and Step 4 rates.
 - Step 3 rates were calculated at two-thirds the difference between Step 1 and Step 4 rates.

Compensation and Employee Turnover Report (C&ETR)

In 2023, we had a report collection participation rate of 86.5% of CSSEA member agencies. 43 agencies or 20.5% submitted payroll extract. We estimate that the information collected captured close to 92% of total full-time equivalents (FTE) working in the sector.

In 2023, we conducted eight in-person sessions, one webinar and four one-on-one report orientation sessions. 91 agencies and 108 participants attended the sessions.

As of September 9, 2024, we have received reports from 88.8% of our members. At this point, we have exceeded last year's participation rate as well as FTEs captured.

Non-Union / Non-CSSEA Data Collection

In 2023 approximately 945 non-union social services agencies were invited to complete the *Compensation and Employee Turnover Report*. As of September 9, 2024, we have received reports from 656 non-CSSEA agencies yielding a participation rate of 70.8%.

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, the unions and together, completed 540 job classification reviews from 110 agencies in the past year.

BY REGION	AGENCIES	JOBS
Kootenays	6	24
Lower Mainland	43	267
North	15	47
Thompson	18	80
Vancouver Island	28	122

BY DIVISION	JOBS
Indigenous Services	23
Community Living Services	79
General Services	438

BY UNION	JOBS
BCGEU	369
CUPE	35
HSA	119
HEU	14
USWA	3

New Members from May 1, 2023 to April 30, 2024

Sooke Shelter Society
 Atira Womens Resources
 Reach Child and Youth Development Society
 Society of Saint Vincent de Paul of Vancouver Island
 Surrey Urban Mission Society
 0866488 B.C. Ltd.
 Burnaby Family Life Institute
 Wellspring Support Inc.

Costing Assistance

CSSEA provided four new certification and three Non-Provincially Funded costing to members.

CSSEA Website Job Posting

A total 475 jobs from member agencies and associates were posted in the Career page of the CSSEA website.

Social Services Workforce Information System (WFIS)

The strength of our data collection systems has 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



Submitted by CSSEA

Communications and Awards of Excellence

New Website

A defining project this year has been the conceptualization and construction of a new CSSEA website. It is no small feat to overhaul and redesign a website and with the expertise of design and development company, Northwoods, we were methodically guided through the challenging process. With over 25 years of experience building thousands of websites, the redesign process with Northwoods began with a survey of CSSEA's concerns and desires for an ideal user experience. It was conveyed that the vast repository of HRLR resources, guides, wage grids, collective agreements, and the like, were often difficult to sort through, so a precise search and organizational mechanism would be crucial. It was also conveyed that an inviting image-rich look, along with a streamlining of the website's navigability would simplify the user experience and encourage members to look to the website for information as a first step to answering common HRLR queries.

At the time of writing, Northwoods has built prototypes for our most complex and dense pages. In doing so, they created template pages that can be replicated by staff to build the remaining pages. A filter feature has also been added to pages where the ability to sort by key word and other useful parameters would be important.

CSSEA has also been proactive in reviewing current content, particularly LR-related files, on the existing website and has made housekeeping updates to ensure only relevant materials are transferred to the new website.

Suffice to say, this has been a considerable undertaking that has required substantial time and careful attention to detail. We anticipate a launch to the membership in the last quarter of this year but prior to that, will test internally with CSSEA staff for initial feedback and continued tweaking.

Rebranding

2024 marks 30 years since CSSEA's creation and to acknowledge this incredible milestone, we have embarked on a brand refresh that will modernize our identity and complement the updated look of our coming



CSSEA'S 2023 AWARDS OF EXCELLENCE RECIPIENTS (FROM L-R)
*Legend: Caroline Bonesky; Hero: Hugo Velazquez;
Rising Star: Nicole McGowan; and Leader: Foye Hatton.*

website. The first element of the rebrand involved a freshening of CSSEA's corporate logo, which retains the heritage of our longstanding logo but refashions it in a way that feels current. CSSEA also revamped the look of its e-mail publications, *CSSEA Info* and the *CEO Update*, and is currently exploring the use of a third party e-mail distribution system in order to maximize distribution amidst increasing cybersecurity and firewalls. Ancillary elements of our 30th year rebrand include updated looks for stationary, reports and presentations.

AGM and Conference

CSSEA's 2023 conference was our first one held outside the Lower Mainland since 2017. We made our way back to beautiful Kelowna for *Future: Bright*, an event that attracted 251 registrants, representing a seven per cent increase since we were last in the Okanagan. The event featured local keynote speaker, psychotherapist Fred Sarkari, who used candour and humour to convey important knowledge about how the human mind works, how individuals make decisions and how leaders can influence team members in effective ways. Member feedback on sessions, venue and quality of event for price paid was largely positive and we thank all who contributed to its success.

The AGM saw the introduction of two related divisional resolutions from the Community Living Services panel:



Submitted by CSSEA

Whereas, all bargaining regarding monetary and nonmonetary components have been bargained and ratified through the collective bargaining process.

BE IT RESOLVED THAT CSSEA Board will confirm that Treasury has released all required provincial funding as per CSSEA costing of the current collective agreement.

BE IT FURTHER RESOLVED THAT all provincial funders have dispersed, without further negotiations at the agency level, all monetary components, including mileage of the collective agreements.

A board subcommittee was struck in April 2024 to discuss the resolutions and consolidate feedback. Following the appointment of CSSEA's new CEO, a meeting was held and it was agreed that a working group would be formed to review issues related to the resolutions and that recommendations would be developed.

BC Community Social Services Awards of Excellence

CSSEA was thrilled to honour four new recipients in its eighth Community Social Services Awards of Excellence, sponsored by TELUS. The luncheon was attended by 209 people, who gathered to celebrate and congratulate:

Rising Star – Nicole McGowan, Life Skills Worker, *Community Integration Services Society Community Living Services*

Hero – Hugo Velazquez, Senior Manager of *Community Outreach and Advocacy*, MOSAIC Associate

Leader – Foye Hatton, Program Lead – Arrowhead Clubhouse, *Sunshine Coast Community Services Society Community Living Services*

Legend – Caroline Bonesky, CEO (now retired), WJS Canada General Services

As regular attendees of the awards luncheon have come to expect, the event was in equal measures emotional and uplifting, as we told the stories of four distinct but similarly outstanding individuals who represent the best of those working in community social services. We thank TELUS for allowing us to continue to celebrate the achievements of our sector, our dazzling emcee Jaye Russell, as well as the members and external judges who took part in reviewing nominations and selecting final winners.

2024 Awards of Excellence Member Committee

Dawn Hein, Mission Association for Community Living
Ann Kutcher, Westcoast Family Centres Society
Shari Mahar, Community Integration Services Society
Jaye Russell, Sea to Sky Community Services
Jamieson Skinner, Telus

2024 Awards of Excellence Judging Panel

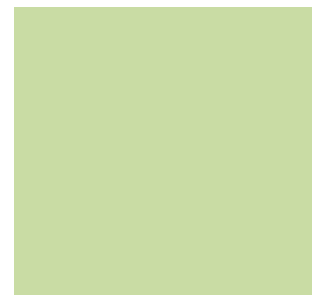
Doug Campbell, Consultant
Christian Codrington, Principal Consultant, Forum HR
Gord Gruger, Comvida
Jamieson Skinner, Telus

2024 AGM Planning Committee

Ryan Cucheron, Vernon and District Association for Community Living
Dana Gorbahn, Gorbahn Professional Alternative Resources Inc. (retired)
Valerie Janz, Interior Community Services
Shari Mahar, Community Integration Services Society
Rod Santiago, Archway Community Services



Submitted by CSSEA



Social Services Sector Compensation Standards Project (SSSCS)

The Social Services Sector Compensation Standards (SSSCS) project flows out of the work of the Social Services Sector Roundtable. The Public Sector Employers' Council Secretariat (PSEC) is leading this project and selected CSSEA to undertake the detailed work associated with the creation of a management compensation/classification plan including benchmark management job profiles and a management salary band hierarchy for the social services sector.

A separate initiative under this project includes a high-level analysis of non-union (bargaining unit equivalent) compensation versus their equivalent unionized jobs. This includes providing estimates, scenarios and recommendations on how government can close the wage and benefit gap and ensure the sector is competitive in the job market. This also includes preliminary recommendations on an implementation strategy, process and timeline. Final details in relation to this initiative remain in progress.

Under the direction and guidance of PSEC, CSSEA worked with an Advisory Group (AG) composed of 10 leaders from both CSSEA and non-CSSEA agencies in the social services sector with respect to developing management compensation standards. The following milestones were reached in the last fiscal year:

- 39 management benchmark jobs were identified and developed;
- A point factor job evaluation plan - the 'Management Job Evaluation Plan' (MJEP) - was developed and finalized with participation of a technical subcommittee of the AG. The MJEP is gender-neutral and made up of 11 compensable factors with various levels/degrees;

- A market salary study was performed in conjunction with PSEC to determine market rates for each management benchmark jobs;
- Each management benchmark job was evaluated under the MJEP and the MJEP point values for each factor level/degree were calibrated such that the resulting benchmark job value hierarchy mirror the market pay hierarchy;
- A rating rationale was written for each benchmark job that supports both the overall score of the job and the job's relative level/degree assignment in each of the compensable factors.
- A management salary grid with 24 pay grades was developed based on the above noted market salary study; and
- A management job classification table with 24 pay grades was developed and finalized - this table details classification levels and relative point values for each of the benchmark jobs.

The SSSCS project work is ongoing and is currently aiming to finalize details of the standards such as implementation processes and salary administration guidelines. Timing of implementation for the compensation standards will be determined by PSEC.

Community Social Services Health and Safety Association

As of April 1, 2024, the Community Social Services Health and Safety Association became an independent, non-profit entity and officially one of 13 sectoral health and safety associations in British Columbia. We congratulate the Association on this considerable milestone and invite members who wish to access their inaugural Annual Report to go to <https://csshsa.ca>



Submitted by CSSEA

Financial Statements

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

Statement of Financial Position

March 31, 2024, with comparative information for 2023

	2024	2023
		(Restated- note 3)
FINANCIAL ASSETS		
Cash (note 3)	\$ 4,389,666	642,153
Term Deposits (note 4)	-	250,000
Investments at fair value (note 5)	653,162	595,555
Accounts receivable (note 7 (a)(iii))	879,336	21,016
	5,922,164	1,508,724
LIABILITIES		
Accounts payable and accrued liabilities (note 7 (a)(iii))	1,417,019	427,679
Deferred revenue (note 7)	4,020,743	263,513
Obligations under capital leases (note 8)	22,410	40,013
Asset retirement obligation (note 9)	132,874	99,501
	5,593,046	830,706
Net financial assets	329,118	678,018
NON-FINANCIAL ASSETS		
Tangible capital assets (note 10)	82,228	134,430
Prepaid expenses	120,739	65,242
	202,967	199,672
Accumulated surplus	532,085	877,690
Accumulated surplus is comprised of:		
Accumulated surplus (note 11)	\$ 434,007	\$ 826,814
Accumulated remeasurment gains	98,078	50,876
	\$ 532,085	\$ 877,690

Commitments (note 12)

Contractual rights (note 13)

Approved on behalf of the Board

Statement of Operations and Accumulated Surplus

Year ended March 31, 2024, with comparative information for 2023

	(note 2(k))	2024	2023
REVENUE	BUDGET	ACTUAL	ACTUAL
Provincial government funding:			
General	\$ 2,967,789	\$3,240,434	\$ 2,951,713
Child Care and Early Intervention Program (“EIP”) implementation (notes 7(a))	-	\$ 1,295,350	-
Fees	404,565	712,498	623,904
Investment income, net (note 6)	112,000	299,456	79,304
	3,484,354	5,547,738	3,654,921
EXPENSES (NOTE 15)			
Human resources and labour relations	1,197,009	1,335,507	976,973
General	1,251,270	1,531,651	1,176,158
Research and knowledge management	1,169,336	1,183,021	930,789
Membership	145,190	521,778	500,125
Bargaining	71,237	1,368,588	156,828
	3,834,042	5,940,545	3,740,873
Annual deficiency of revenue over expenses	(349,688)	(392,807)	(85,952)
Accumulated surplus, beginning of year	826,814	826,814	912,766
Accumulated surplus, end of year	\$ 477,126	\$ 434,007	826,814

Statement of Remeasurement Gains and Losses

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

	2024	2023
Accumulated remeasurement gains, beginning of year	\$ 50,876	\$ 87,922
Unrealized gains (losses) generated during the year from:		
Investments	57,607	(13,148)
Remeasurement gains realized and reclassified to the Statement of Operations and Accumulated Surplus from:		
Investments (note 6)	(10,405)	(23,898)
Net remeasurement (losses) gains for the year	47,202	(37,046)
Accumulated remeasurement gains, end of year	\$ 98,078	\$ 50,876

Board and Panels

BOARD MEMBERS

CHAIR

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

VICE-CHAIR

Adam Calvert, Executive Director
La Societé de les Enfants Michif, Surrey

TREASURER

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

Ross Chilton, Chief Executive Officer
Community Living BC, Vancouver

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

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

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

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

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

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

INDIGENOUS SERVICES

CHAIR

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

VICE-CHAIR

Adam Calvert, Executive Director
La Societé de les Enfants Michif, Surrey

Ginna Berg, Executive Director
Fraser River Indigenous Society, Maple Ridge

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



COMMUNITY LIVING SERVICES PANEL

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*
Vernon & District Association for Community Living, Vernon

Dana Gorbahn, *Chief Executive Officer (retired)*
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*
Kyndred Community Living Society, Delta

GENERAL SERVICES PANEL

CHAIR

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

VICE-CHAIR

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

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

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

Darius Maze, *Executive Director*
Kiwassa Neighbourhood House, Vancouver

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

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

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



Suite 800 - Two Bentall Centre
555 Burrard Street, Box 232
Vancouver, BC V7X 1M8

Toll-Free 1 800 377 3340
Tel 604 687 7220
Fax 604 687 7266

Email: cssea@cssea.bc.ca

