

ANNUAL REPORT 2025

Mission

To advance best practices in Human Resources and Labour Relations and act as a trusted advisor to our membership and government for the community social services sector.

Vision

A sustainable, resilient and engaged social services sector workforce.

Volunteers of Sources Community Resource Centres participate in Coldest Night of the Year, an event that raises funds to support local food banks, homelessness prevention and youth outreach services.



it's cold
out here



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 endorse 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 government policy.

We believe employees are our most important resource and support them to be the best they can be.

**Staff at SARA for Women proudly
celebrating the agency's 50th anniversary.**

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Volunteers at Rock Around the Clock – a Sources Community Resource Centres sock hop fundraiser in support of a new Foundry in White Rock/South Surrey.

About CSSEA



CSSEA staff gathered to celebrate Pauline Irving, who retired this past spring after 30 years of service.

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.

Board Chair Message



Ryan Cucheron

As I step into the second year of my term as Board Chair, I am heartened by the consistently impressive output of CSSEA’s nimble and responsive team. Under the collaborative leadership of Sandra Case, I’m pleased that we solidified endorsement of our new strategic plan, which will provide a roadmap for a clear path forward into 2028. The team has also been proactive with bargaining preparations, launching a new member website, conducting extensive sectoral data collection and continuing to provide HRLR supports, notably by leveraging technology like the online learning hub.

While 2025 has so far been a year of organizational achievements, they are being earned in the context of a challenging time in the province. The volatility of the US economy, fluctuating tariffs and continued fiscal pressures have sent ripples across British Columbia, contributing to a downturn that has left both individuals and organizations cautious. Economic restraint is pervasive and it is against this backdrop that the province entered public sector bargaining.

As all employers are aware, bargaining in the best of years can be a complex process; this round is already proving to be challenging, with the BCGEU representing Public Service Agency employees taking strike action at the time of writing. CSSEA’s Bargaining Team commenced negotiations with the Community Social Services Bargaining Association in mid-May and negotiations have moved slowly as the parties monitor developments in the larger public sector. Despite that, I commend the Bargaining Team for their commitment and focus on achieving agreements on non-monetary provisions. In addition, I applaud CSSEA’s proactive work on bargaining preparedness, particularly with its guidance on essential services planning this year. With the launch of its new essential services database, the sector now has an electronic repository for all required forms, making a significant investment into streamlining future rounds of bargaining. While it remains to be seen how negotiations will unfold in the fall and beyond, I am comforted that CSSEA is leading employers with vision, organization and sustainability.

Adding to this year’s unpredictability was the government’s decision to move 39 CSSEA members who predominantly provide supportive housing services to the health sector—a move that took many by surprise, not the least of whom were the affected members themselves. As employers, we sympathize with the stress, uncertainty and increased administrative burden that this change has caused for affected members. While CSSEA is diligently supporting them as best as it can, we are reminded that this transfer is uncharted territory, with questions that straddle the responsibility of multiple partners, including employers, unions, CSSEA, HEABC, PSEC and government. With HEABC now having negotiated agreements with the Community Bargaining Association, the Health Sciences Professionals Bargaining Association and the Nurses Bargaining Association to make both non-monetary and monetary provisions effective April 1, 2026 for all employers transferring to health, affected members will have more breathing room to adjust to their new agreements.

If there is one lesson that 2025 has reinforced, it is that uncertainty is the only certainty. Yet, we as a sector have been afflicted by large-scale change in the past and each time, we have not merely endured – but risen to the occasion. I am confident that the headwinds faced this year will continue to make us wiser, more strategic and more resilient. I also believe CSSEA will continue to lead with the membership’s best interests in mind.

As I complete my Board term, I’d like to thank my colleagues on the Board and Panels who have supported me for the last 24 months – it has been a collegial effort and I appreciate the discussions and respect the opinions of my peers. I would also like to show my gratitude to CSSEA, particularly the management team, for their vision, preparation and strategic guidance, which have allowed to carry out my duties with focus.

As we move into 2026, we do so with patience and resolve. The challenges may persist, but so too does the collective strength of our sector. I am confident we will navigate the next year just as we always have – with purpose, partnership, and an unwavering commitment to the communities we serve.

CEO Message



Sandra Case

The past year has centred on purposeful action, adaptation and progress as CSSEA navigated the opportunities and challenges facing BC's community social services sector. While CSSEA continued to experience the regular busy rhythm of providing day-to-day support to our membership and working with government on sectoral matters, several additional factors made this year an exceptionally significant one.

Foremost among our expected deliverables was the finalization of our 2023-2028 Strategic Plan, which received unanimous Board endorsement and charts a clear path forward for the organization through four goals:

1. Broaden CSSEA's impact in the sector
2. Adopt and embed Reconciliatory actions into CSSEA activities
3. Leverage available technology to better collect data and support the strategic HR delivery of CSSEA member services
4. Build HR capacity and knowledge in CSSEA's members by leveraging both technology and effective member relations.

CSSEA has long played the role of trusted representative for the social services sector and this year, we have leaned into that identity even more deliberately. With 2025 being a bargaining year, CSSEA has taken on a sectoral leadership role, undertaking months of proactive work to prepare a robust bargaining foundation including the launch of an essential services database that will begin to capture employers' essential services for future rounds.

This year also marks our milestone 10-year anniversary of celebrating the sector through the Community Social Services Awards of Excellence, sponsored by Telus. This decade-long recognition program will, by October, have honoured 40 outstanding individuals who represent our work with integrity, grit and passion; it also provides visibility for members in both small and large communities and demonstrates the sector's value. In addition to our core functions of bargaining representation, data collection and collective agreement support, CSSEA is proud to play a role in amplifying the important work of our sector and building visibility through recognition and celebration.

CSSEA's continued work with government on non-union and member-based data collection demonstrates our sector-at-large expertise, while our development of sector-wide compensation planning through the Social Services Sector Compensation Standard (SSSCS) Project underscores the leadership role we are playing across the province's social services sector.

CSSEA's management team is committed to supporting meaningful reconciliation that is guided by our service to the Indigenous Services (IS) panel and is undertaken with humility, curiosity and an open heart. Earlier this year, CSSEA and the union held a jointly facilitated session at CSSEA's office on Indigenizing labour practices, during which important learnings were achieved that will inform both the union and employer perspectives going forward. In further collaboration with the IS panel, CSSEA is working to review the division's composition to ensure the appropriate organizations are engaged in this important work.

CSSEA's final strategic goals focus on leveraging technology to support our efforts with data collection and HR service delivery, and several large projects have been instrumental in ensuring that we meet or exceed our targets. The launch of CSSEA's new website this past February was the largest element, as it involved the overhaul of our existing website and reorganized our suite of employers' guides, templates, best practices guides, e-learning registration platform, and more. This, in combination with the custom reports that are available on CSSEA's Social Services Workforce Information System (WFIS), allows members to access analytics on wages, benefits, employment trends and advice on important HRLR issues on demand.

These resources, along with CSSEA's continued promotion of the Online e-Learning Hub, are intended to build member capacity and expand CSSEA's ability to drive value at a time when financial challenges continue to be a constraint provincially and nationally.

With nearly three years remaining on our Strategic Plan, we are very proud of the progress we have made; to that end, I commend the entire CSSEA team for demonstrating dedication and a commitment to actioning our goals. We would like to recognize the outstanding work of Pauline Irving, recently retired, for her 30-plus years of service in both administration and payroll at CSSEA. It is a rare gift to experience such loyalty in a workplace and Pauline has demonstrated not only that, but a genuine professionalism, kindness and strong work ethic that is already missed by all.

It has been an exceptional year of contributing to the strong foundation CSSEA's team has built and we look forward to successes with the sector and our members in the year to come.



Carrie Belanger, food security manager at Sources Community Resource Centres, out in the community.

Our Members

CSSEA members are social services employers contracted and funded by the provincial government to provide a range of community social services. Primarily not-for-profit agencies, member organizations range in size from under 10 to more than 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	5
Community Living Services	91	13
General Services	74	67
Total	171	85

MEMBERS AND ASSOCIATES BY REGION

REGIONS	MEMBERS	ASSOCIATES
Kootenays	14	7
Lower Mainland	64	38
North	20	7
Thompson Okanagan	29	14
Vancouver Island	44	19
Total	171	85

MEMBERS AND ASSOCIATES BY UNION AFFILIATION

UNION	MEMBERS	UNION	MEMBERS
BCGEU	109	HEU	17
BCNU	1	HSA	12
CLAC	2	UFCW	2
CSWU	1	USWA	3
CUPE	31		
		Total	178*

* 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:
- 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:
- Collective Bargaining (additional fees apply)
 - 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

- Subscription Services:
- 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 (additional fees apply)
 - HRLR Services (additional fees apply)
 - Job Classifications and Compensation Analysis (additional fees apply)
 - HRLR Email Alerts



Staff of Kootenai Community Centre Society celebrate this year's Blossom Parade in Creston.

Re-Focusing on Bargaining Activities

As 2024 came to a close and 2025 was fully underway, the CSSEA HRLR staff pivoted from a focus on member servicing to collective bargaining activities. There were, and continue to be, a number of phases to the bargaining process that started in late 2024.

Securing member feedback on bargaining objectives.

CSSEA staff finished outreach meetings with members around the province in the Fall of 2024 to hear about member challenges and limitations in the operation and interpretation of the collective agreements. These meetings, combined with HRLR staff input, helped shape the bargaining objectives that CSSEA is pursuing at the provincial bargaining table in this round.

Local Issues Negotiations

Local issues negotiations on employer-specific clauses were negotiated throughout the Fall of 2024/Winter 2025 in the lead up to provincial bargaining. The vast majority of them were successfully re-negotiated or rolled-over without changes. Less than a dozen needed third-party assistance from an arbitrator to resolve.

Essential Services Negotiations and Mediations

Essential services levels needed to be finalized under the Labour Relations Code in the event that provincial bargaining reaches an impasse and strike action occurs. Employers and their unions managed to reach agreement on the majority of essential services plans in the Spring/Summer of 2025, although close to 100 employers needed assistance from the Mediation Division of the Labour Relations Board and CSSEA staff to conclude their levels.

This was the first round of essential services bargaining that was facilitated by the newly developed on-line database. Member webinars on how to use it were held in the Spring supplemented by comprehensive online resources. The new database will assist members to effectively negotiate essential services levels in all future rounds of bargaining. CSSEA will be doing a review and assessment of the database processes to inform future upgrades.

Collective Bargaining

The three sectoral collective agreements expired on March 31, 2025 however negotiations did not commence until May due to the provincial election in Fall 2024, and worldwide economic uncertainty. CSSEA met with the unions in May and June to discuss language and operational changes, but progress was slow. Bargaining picked up again in early September and continues to the date of this writing.

Indigenous Services Bargaining and Reconciliation

Indigenous Services agencies’ representatives and union representatives met for a facilitated session in January to explore how to proceed with incorporating Reconciliation principles into the negotiations process and how to decolonize the IS collective agreement. During the day together, the participants held meaningful discussions and reached an agreement on how to conduct themselves in future rounds of bargaining. These elements were captured in a “Gathering Protocol” Agreement; it is available for viewing in the bargaining section of the CSSEA website.

Associate Member Bargaining

In addition to provincial bargaining, CSSEA was supporting the following associate members with their own collective bargaining:

- Fernwood Neighbourhood Resource Group
- First United Church Community Ministry Society
- Fraser Valley Aboriginal Child and Family Services Society
- Living Well Home Care
- Sch’eyk Housing Society

CONTINUED

HRLR Services continued

Other Activities

Aside from collective bargaining activities, CSSEA worked with the Employers’ Association in the health sector (HEABC) to transfer 39 Supportive Housing agencies from CSSEA membership to HEABC membership to facilitate government’s objective of consolidating key providers of supportive housing services under the same provincial health sector collective agreements. This work will remain ongoing until the 39 agencies are transitioned to the provincial health sector collective agreements in early 2026.

Finally, over the past year, grievance and other adjudication activities remained high. Most disputes were resolved without a need to proceed to formal hearing (eg. arbitration). The statistics are provided in the chart below.

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. There were 277 referrals to hearings between September 1, 2024 to August 30, 2025:

- 255 matters referred to arbitration and expedited arbitration
 - 168 for expedited arbitration
 - 87 for full arbitration
- 19 matters referred to the Labour Relations Board, and
- 3 matters referred to the Human Rights Tribunal.

Top Five Grievance Issues

67 CASES On Discipline other than Terminations	48 CASES ON Termination	19 CASES ON Job Posting and Selection	12 CASES ON Shift Assignments/ Scheduling	9 CASES ON Bumping
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The breakdown of the top five types of issues referred to arbitration continues to be heavily weighted toward disciplinary matters.

Community Social Services Early Intervention Program (CSSEIP)

From January 1, 2024, to July 31, 2025, the CSSEIP program addressed 474 non-participation letters, representing 361 employees across 89 member agencies. One of the key objectives addressed was significantly reducing non-participation by employees. The CSSEIP Coordinator has been working with employers and benefit providers to identify process issues in need of improvement and delivering on those, as well as communications, improvements.



Westcoast Family Centres’ staff came together to celebrate the organization’s 40th Anniversary over high tea.

April 1, 2023 and April 1, 2024
Health Science Professionals Classification Comparability

CSSEA worked with the Employer Classification Committee and CSSBA on the Health Sector Professionals Classification Comparability distribution. The parties have reviewed the 2023 and 2024 wage schedules of CSSEA/CSSBA paraprofessional occupations comparable to occupations under the Health Science Professionals (HSPBA) Sector Collective Agreement after the 2024 wage schedule of the new Health Science Professionals profile-based classification system was finalized. While available funding is insufficient to align all CSSEA/CSSBA paraprofessional classifications up to the HSPBA target rates, the classifications that remain below their target rates are 13-P, 14-P and 15-P.

Compensation and Employee Turnover Report (CETR)

2024 Report Collection

In 2024, CSSEA achieved a record 99.0% participation rate among member agencies. Of these, 39 agencies (18.7%) submitted payroll extracts. The data captured is estimated to represent approximately 99% of total full-time equivalents (FTEs) in the sector.

2025 Report Collection

In 2025, CSSEA conducted nine in-person and four webinar orientation sessions, with a record 161 attendees.

As of September 15, 2025, we have received reports from 92.8% of our members and are on track to match last year’s participation rate and FTE coverage.

Non-Union / Non-CSSEA Data Collection

In 2025, approximately 955 non-union social services agencies were invited to complete the Compensation and Employee Turnover Report. As of August 1, 2025, reports were received from 796 agencies, representing a 86.1% participation rate.

CSSEA collects this data on behalf of government, leveraging our existing capacity and cost-effective systems. Collecting both members and non-member data provides a balanced and comprehensive picture of BC’s social services sector.

Joint Job Evaluation Plan (JJEP)

CSSEA worked with employers, the unions and completed 540 job classification reviews from 115 agencies in the past year.

BY REGION	AGENCIES	JOBS
Kootenays	5	10
Lower Mainland	48	222
North	13	45
Thompson	15	61
Vancouver Island	34	196

BY DIVISION	JOBS
Indigenous Services	18
Community Living Services	98
General Services	419

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

Social Services Workforce Information System (WFIS)

In the past year, CSSEA provided five new certification costings for members. Social Services Workforce Information System (WFIS) CSSEA’s strong data collection systems allow Finance, Research and Knowledge Management to produce detailed reports for members, including:

- 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

New Member JE Request 170
Associate Member JE Request 115

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

Com Access Holdings Ltd (Satori Lifestyle Resources)	2024-07-15
Sooke Transition House Society	2024-07-15
Nanaimo Family Life	2024-09-13
Boys and Girls Club Services of Greater Victoria	2024-09-13
Community Inclusion (Successorship)	2024-09-13
Shuswap Area Family Emergency	2025-01-20
Quesnel Shelter & Support Society	2025-01-20
Ladysmith Resources Centre Association	2025-01-20

MOA#31 - Delegated Wage Rate Classification Process

Under MOA#31 of the 2022-2025 Indigenous Services (IS) Collective Agreement, the Joint Technical Classification Committee (JTCC), representing CSSEA and CSSBA, developed the Indigenous Services Job Evaluation Plan (ISJEP) to align all IS jobs with the Public Service Job Evaluation Plan (PSJEP), ensuring parity with the public service for both delegated and non-delegated positions. The JTCC reclassified 57 jobs from five agencies by evaluating JJEP benchmarks and unique roles using PSJEP standards, and established a Maintenance Agreement and Classification Manual with dispute resolution process. Preliminary results were shared in July 2025, with reconsideration requests accepted until August 29, 2025. Implementation costs will be determined after this process to support funding discussions in collective bargaining, with full implementation planned at an agreed date.

SSSCS Management Job Evaluation Plan (MJEP)

The PSEC Secretariat authorized CSSEA to share ad hoc market salary data with CSS agencies for management jobs. Since then, CSSEA has provide MJEP market salary data and job ratings for approximately 50 management positions across more than a dozen social services agencies.

Communications and Awards of Excellence

New Website

A hallmark of 2025 communications output was the delivery and total revamping of CSSEA’s website. The re-conceptualization and design of the new website was over one year in the making. CSSEA engaged the services of digital solutions company, Northwoods, who provided expertise and visual improvements on the presentation of our myriad resources, guides, wage grids, collective agreements and text-heavy pages. What resulted was a clean design that emphasized the most heavily used pages – the latest news is now available at-a-glance, our job posting form, which saw 475 users in the past year, was simplified, and the members-only area was extensively cleaned up and updated.

AGM and Conference

CSSEA’s 2024 conference, *Fresh Perspectives*, attracted 289 attendees, representing a 15% increase in turnout from the previous year. Spirits were high throughout the three-day event, as members and associates gathered to network and gain professional development on a range of topics that included succession planning, navigating the legal duties to accommodate, Indigenous learning and sharing and mental health. The conference also provided an opportunity for CSSEA to celebrate its 30th anniversary where cake was served, toasts were given and prizes, courtesy of our generous sponsors, were handed out to several lucky recipients.

The AGM featured the passing of two resolutions that were proposed by the Indigenous Services panel:

BE IT RESOLVED THAT CSSEA further pursue Indigenous and decolonization practices and language in the Indigenous Services collective agreement.

BE IT RESOLVED THAT CSSEA promotes education and training for all CSSEA agencies in Indigenous cultural safety and sensitivity.



CSSEA celebrated 2024 Awards of Excellence winners (from L-R): Aaron Rivard, Vicki Kipps, Maureen Hunter and Darshan Nickolchuk

The Community Living Services Panel endorsed the action CSSEA took on its resolutions from 2023. The resolutions were:

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

Since these resolutions were adopted, the Board established a Funding Process Working Group, which has outlined challenges and recommendations related to funding processes that were identified by CSSEA member agencies.

The General Services Panel did not suggest a resolution but did provide a recommendation that CSSEA investigate a trend of increasingly prolonged WorkSafeBC claims with WorkSafeBC, with an aim to identify the cause and explore available solutions.

Communi- cations and Awards of Excellence continued

BC Community Social Services Awards of Excellence

CSSEA was thrilled to honour four new recipients in its ninth Community Social Services Awards of Excellence, sponsored by TELUS. The luncheon was attended by a record-breaking 316 people, who gathered to celebrate and congratulate:

Rising Star – Darshan Nickolchuk, Family Support Work, Nelson Community Services Society *General Services*

Hero – Aaron Rivard, Indigenous Education Consultant, Westcoast Family Centres *General Services*

Leader – Maureen Hunter, Employments Services Supervisor, Rivercity Inclusion Society *Community Living Services*

Legend – Vicki Kipps, Executive Director (now retired), Maple Ridge/Pitt Meadows Community Services *General Services*

We thank all our members and volunteers for taking the time to serve on the various communications committees. We thank TELUS for continuing to support the achievements of our sector and are grateful that the partnership has been extended an additional three years.

2025 Awards of Excellence Member Committee

Jennifer Fowler, Clay Tree Society
Dawn Hein, Mission Association for Community Living
Ann Kutcher, Westcoast Family Centres
Sanjeev Nand, Langley Community Services Society
Tanya Sather, Burnaby Association for Community Inclusion
Jamieson Skinner, Telus

2025 Awards of Excellence Judging Panel

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



A behind-the-scenes moment captured at this year's Community Social Services Awards of Excellence filming.

2025 AGM Planning Committee

Ryan Cucheron, Vernon and District Association for Community Living
Karen Hansen, Shuswap Association for Community Living
Ginna Berg, Fraser River Indigenous Society
Valerie Janz, Interior Community Services
Anita Sihota, Kyndred Community Living Society
Judy Valsonis Touchstone Family Association

2025 Bargaining



CSSEA acknowledges the member bargaining team for volunteering their time and expertise to represent the sector in negotiating the next round of agreements.

2025 Bargaining

CSSEA commenced bargaining on May 13 and as with each cycle of bargaining, a lot of communications-related pre-planning took place. In July 2024, CSSEA’s CEO and HRLR Bargaining Team members hosted a number of bargaining-related town hall meetings around the province to gain insights on issues that are of greatest importance to the membership. Discussions were candid and member bargaining proposals were collected at six meetings which took place in Surrey, Nanaimo, Victoria, Prince George, Vancouver and Kelowna. Members who were unable to attend also had the option of e-mailing their insights and proposals. Prior to the commencement of this round, CSSEA also undertook the important step of updating our three-year-old bargaining contacts database so we could ensure sensitive bargaining-related communications and future ratification details are distributed to current and active members.

Indigenous Services

- Adam Calvert - La Societé de les Enfants Michif (Métis Family Services)
- Melanie Hudson - Island Métis Family & Community Services
- Community Living Services
- Fernando Coelho - posAbilities Association of British Columbia
- Jennifer Fowler- Clay Tree Society
- Karen Hansen- Shuswap Association for Community Living
- Dawn Hein - Mission Association for Community Living
- Tammy Khanna - Independent Living Housing Society of Greater Victoria
- Tanya Sather - Burnaby Association for Community Inclusion

General Services

- Ann Kutcher - Westcoast Family Centres
- Darius Maze - Kiwassa Neighbourhood House
- Sanjeev Nand - Langley Community Services Society
- Judy Valsonis - Touchstone Family Association

CSSEA

- Mark Slobin (co-lead negotiator)
- Vanessa Wong (co-lead negotiator)

Financial Statements

Highlights from CSSEA’s audited financial statements. The complete document is available by contacting CSSEA’s office.

Statement of Financial Position		
March 31, 2025, with comparative information for 2024		
	2025	2024
FINANCIAL ASSETS		
Cash (note 3)	\$ 2,108,756	4,389,666
Term Deposits (note 4)	3,000,000	-
Investments at fair value (note 5)	690,967	653,162
Accounts receivable	145,904	879,336
	5,945,627	5,922,164
LIABILITIES		
Accounts payable and accrued liabilities	239,849	1,417,019
Deferred revenue (note 7)	5,138,561	4,020,743
Obligations under capital leases (note 8)	10,134	22,410
Asset retirement obligation (note 9)	301,131	132,874
	5,689,675	5,593,046
Net financial assets	255,952	329,118
NON-FINANCIAL ASSETS		
Tangible capital assets (note 10)	193,132	82,228
Prepaid expenses	108,639	120,739
	301,771	202,967
Accumulated surplus	557,723	532,085
Accumulated surplus is comprised of:		
Accumulated surplus (note 11)	\$ 434,708	\$ 434,007
Accumulated remeasurement gains	123,015	98,078
	\$ 557,723	\$ 532,085

Commitments (note 12)

See accompanying notes and schedule to financial statements.

Approved on behalf of the Board

Financial Statements

continued

Highlights from CSSEA’s audited financial statements. The complete document is available by contacting CSSEA’s office.

Statement of Operations and Accumulated Surplus			
Year ended March 31, 2025, with comparative information for 2024		2025	2024
(note 2(k))			
REVENUE	BUDGET	ACTUAL	ACTUAL
Provincial government funding:			
General	\$ 4,450,055	\$3,767,695	\$ 3,240,434
Child Care and Early Intervention Program (“EIP”) implementation	-	\$ 1,774,593	1,295,350
Fees	383,109	354,328	712,498
Investment income, net (note 6)	146,000	312,214	299,456
	4,979,164	6,208,830	5,547,738
EXPENSES (NOTE 14)			
Human resources and labour relations	1,704,923	1,668,145	1,335,507
General	1,349,636	1,428,605	1,531,651
Research and knowledge management	1,693,804	1,271,511	1,183,021
Membership	146,370	158,470	521,778
Bargaining	83,550	1,681,398	1,368,588
	4,978,283	6,208,129	5,940,545
Annual surplus (deficiency)	881	701	(392,807)
Accumulated surplus, beginning of year	434,007	434,007	826,814
Accumulated surplus, end of year	\$ 434,888	\$ 434,708	434,007

Financial Statements

continued

Highlights from CSSEA’s audited financial statements. The complete document is available by contacting CSSEA’s office.

Statement of Remeasurement Gains and Losses

Year ended March 31, 2025, with comparative information for 2024

	2025	2024
Accumulated remeasurement gains, beginning of year	\$ 98,078	\$ 50,876
Unrealized gains (losses) generated during the year from:		
Investments	37,805	57,607
Remeasurement gains realized and reclassified to the Statement of Operations and Accumulated Surplus from:		
Investments (note 6)	(12,868)	(10,405)
Net remeasurement (losses) gains for the year	24,937	47,202
Accumulated remeasurement gains, end of year	\$ 123,015	\$ 98,078

Board and Panels

BOARD OF DIRECTORS

Chair, Ryan Cucheron, Executive Director

Vernon & District Society for Community Living, Vernon
Community Living Services

Vice-Chair, Adam Calvert, Executive Director

La Societé de les Enfants Michif, Surrey
Indigenous Services

Treasurer, Dawn Hein, Chief Executive Officer

Mission Association for Community Living, Mission
Community Living Services

Ross Chilton, Chief Executive Officer

Community Living BC, Vancouver
Government Appointee

Adam McKinnon, Assistant Deputy Minister

Ministry of Social Development and Poverty Reduction, Victoria
Government Appointee

Robert Pauliszyn, Assistant Deputy Minister

Public Sector Employers’ Council Secretariat, Victoria
Government Appointee

Fisnik Preniqi, EFO and Assistant Deputy Minister

Ministry of Children and Family Development, Victoria
Government Appointee

Jaye Russell, Executive Director

Sea to Sky Community Services Society, Squamish
General Services

Anita Sihota, Executive Director

Kyndred Community Living Society (formerly Delta Community Living Society), Delta
Community Living Services

Tim Veresh, Chief Executive Officer

PLEA Community Services Society of BC, Vancouver
General Services

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 (Métis Family Services)
Surrey

Ginna Berg, Executive Director, Fraser River Indigenous Society

Maple Ridge

Bernadette Spence, Chief Executive Officer,

Vancouver Aboriginal Child & Family Services Society
Vancouver

** denotes membership on the Board of Directors*

Board and Panels continued

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
- Jennifer Fowler, Executive Director**, Clay Tree Society
Nanaimo
- Karen Hansen, Executive Director**, Shuswap Association for Community Living
Salmon Arm
- Tanya Sather, Executive Director**, Burnaby Association for Community Inclusion
Burnaby
- Anita Sihota, Executive Director ***
Kyndred Community Living Society (formerly Delta 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
- Judy Valsonis, Executive Director**, Touchstone Family Association
Richmond
- Tim Veresh, Chief Executive Officer***, PLEA Community Services Society of BC
Vancouver



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Community and Sources Community Resource Centres volunteer services team celebrate White Rock Pride.

