

The 2023 Annual General Meeting (AGM) was called to order at 2:35 pm by the Chair, Rod Santiago of the Board of Directors, as the AGM Chair. The Chair introduced the head table.

Rod Santiago acknowledged that the land on which they gather is the unceded, traditional and ancestral territory of the Syilx [Say-Lix] Okanagan Nation and introduced a member of the nation, Anona Kampe (Kamp-py) who provided a traditional welcome.

The chair gave a brief overview of this afternoon's agenda: He will present the Board Chair Report; Dawn Hein will present the Board Treasurer's Report and finally, he will summarize CEO Report. Then the Divisional Reports, which will be presented by Melanie Hudson on behalf of Indigenous Services; Tammy Khanna on behalf of Community Living Services and Judy Valsonis on behalf of General Services.

The meeting is scheduled to adjourn at 4. For panel members who have been selected to join the Board of Directors, they had a very brief meeting at 4 pm in the Monashee Room. Everyone else was invited to the Sunset Happy Hour from 4-6pm.

The Chair presented the following credentials report: 50 registered agencies eligible to vote are attending the AGM. (157 votes)

BE IT RESOLVED THAT the agenda for the 2023 AGM as outlined in the on-site program be adopted as presented. Moved by Doug Tennant from UNITI Partners / Second by Mike Jensen from Community Living Victoria / Carried by the members

BE IT RESOLVED THAT the 2023 rules of order as presented in the on-site program be accepted. Moved by Shari Mahar from Community Integration Services Society / Second by Adam Calvert from Métis Family Services / Carried by the members

BE IT RESOLVED THAT the minutes of the 2022 Annual General Meeting as available to members on the 2023 AGM and Conference website on July 11, 2023 be accepted as presented. Moved by Jeremy Welder from Okanagan Boys & Girls Clubs / Second by Karen Hansen from Shuswap Association for Community Living / Carried by the members

The Chair presented the report from the Board of Directors and asked the delegates to refer to his Board Report, provided in the 2023 Annual Report. He is pleased to have served as CSSEA Board Chair for the year 2022-23. In the previous year's message from the Board, the sector was in an uncertain but cautiously optimistic position. The sector is grateful for emerging from the unprecedented difficulties spurred on by the pandemic, while at the same time, it was nervously anticipating the outcome of sectoral bargaining as it would define the course of its 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, and 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 & inversion issues for management & 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 emphasize that the community social services sector is complex and multi-faceted. Whereas 60% of total dollars allocated to CSSEA members comes through contracts with CLBC, our sector also receives funding from MCFD, MSDPR, Health Authorities, BC Housing, MPSSG, 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 strategic plan. The Board and Panel members met on March 6, 2023, to identify what to build into the 2023-26 Strategic Plan. 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. We 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 finalized version with the membership this fall. Board Chair thanked CSSEA management team for a great work they've been doing.

This year marks a significant transition after more than 12 years with Gentil Mateus as the CSSEA CEO. Much has been accomplished by CSSEA's highly skilled team for the betterment of the community social services sector throughout BC. Specifically, I highlight our significant wage parity gains achieved over the last several rounds of collective bargaining, unrivaled capturing and analysis of comprehensive human

resource data to support the achievement of our bargaining objectives, professional HR/LR supports to 200+ agencies across the province, the genesis and growth of the Community Services Awards of Excellence, creation of the Community Social Services Health and Safety Association, and customized, on-demand educational offerings to managers in our sector, to name a few. We thank Gentil and wish him well in his future endeavors. The CSSEA Board will undertake the process of selecting a new CEO. In the interim, Mark Slobin and Eric Peraro have assumed additional responsibilities to ensure stability to the important work of CSSEA.

BE IT RESOLVED THAT the report from the Board be approved as presented in the 2023 Annual Report that was distributed to members on September 28, 2023. Moved by Michel Pouliot from The Children's Foundation / Second by Jody Siebert from Bethesda Christian Association / Carried by the members.

The Treasurer Dawn Hein, shared on May 29, 2023 CSSEA's Board of Directors reviewed, accepted and approved the audited financial statements for the year ending March 31, 2023.

The Statement of Financial Position reports:

- \$1.509 million in cash and cash equivalents which are held in term deposits, savings accounts and investments.

- Total liabilities of \$830,706

The statements of operations and statements of financial position are included in the 2023 Annual Report, which was emailed to members on September 28.

The complete Audited Financial Statements are available to members by contacting CSSEA.

For the year ending March 31, 2024 the Board approved a deficit budget of \$349,688 with \$3.484 million in operating expenses and \$3.834 million in revenues.

BE IT RESOLVED THAT the Treasurer's Report as presented in the 2023 Annual Report that was distributed to members on September 28 2023, be accepted. Moved by Anne-Marie Hague from Archway Society for Domestic Peace / Second by Tammy Khanna from Independent Living Housing Society / Carried by the members.

The Treasurer presented a motion to appoint the auditors for 2024. Based on feedback from CSSEA staff, the audit went smoothly, and KPMG has been helpful in providing advice and assistance to staff over the year. Therefore, she made a motion that was displayed on the screen that reads as follows:

BE IT RESOLVED THAT the accounting firm of KPMG LLP, Burnaby, BC be appointed as the auditors of record for the year, 2024. Moved by Fernando Coelho from posAbilities Association of British Columbia / Second by Karyn Santiago from Communitas Supportive Care Society / Carried by the members.

CSSEA Vision

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

CSSEA 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.

The Chair Rod Santiago summarized the 2023 CEO Report. 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. It was becoming incredibly difficult when it came to recruitment and retention, as well as continuing funding for Management and Excluded staff. Due to these challenges, we received further assurances directly from provincial funders and CLBC that there would indeed be additional funding allocated for Management and Excluded staff from 2022-25. After receiving these assurances, the Employer Bargaining Committee endorsed the ratification of the agreements, leading to overwhelming ratification across the three divisions. (Community Living Services voted 98.6% in favor of the new agreements; General Services voted 97.2% in favor; and Indigenous Services voted 100% in favor).

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

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.

The Chair completed the summary of CEO report, and then asked the Divisional Chairs to share their reports from the previous panel meetings.

Melanie Hudson reported on behalf of the Indigenous Services, the meeting was held early afternoon on October 25, 2023 to review some decision points. New Panel member – Ginna Berg. Melanie Hudson will continue to be the chair and Adam Calvert will be the vice chair and Adam Calvert also agreed to continue on CSSEA Board. Indigenous Services division panel members are Melanie Hudson, Adam Calvert, Bernadette Spence, and Ginna Berg. Melanie Hudson on behalf of the Indigenous Services panel thanked all the members of other panel services for acknowledging indigenous peoples in their collective agreements.

The Chair of Community Living Services, Tammy Khanna, presented the Community Living Services divisional report. She noted the Community Living Services division met in the early afternoon on October 25, 2023 and announced their panel members: Fernando Coelho, Shari Mahar, Anita Sihota, Ryan Cucheron, Dana Gorbahn, Dawn Hein and Tanya Sather. Tammy Khanna will continue to serve as the chair and Dawn Hein will be the vice chair. Board representatives from Community Living Services panel will be Dawn Hein, Ryan Cucheron and Shari Mahar.

Community Living Services division had a lengthy discussion and they collectively decided on a resolution to be brought forth:

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

BE IT RESOLVED THAT CSSEA Board confirm that Treasury has released all required 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.

The Chair of General Services, Judy Valsonis, announced the members who will be servicing on the General Services Panel for the 2023-2024 year. The panel will be chaired by Jaye Russell, with Sanjeev Nand serving as Vice-Chair. Other members include Valerie Janz, Ann Kutcher, Tim Veresh, Darius Maze, and Rod Santiago. The panel is excited to welcome Darius Maze from Kiwassa Neighbourhood Services Association as a new member. Tim Veresh and Jaye Russell will represent General Service's panel on CSSEA Board. Judy Valsonis also thanked Rod Santiago for his outstanding work as a CSSEA board chair and recognized the General Service Bargaining team, including Ann Kutcher, Sanjeev Nand, and herself, for their hard work and dedication throughout the entire bargaining process.

The General Services division deliberated on ways to enhance CSSEA's communication with its members, considering more frequent outreach and the possibility of offering a welcoming orientation to new members to foster a sense of inclusion. Panel members also discussed questions related to the next bargaining round.

The Chair then moved on to presenting a Special Resolution for a bylaw amendment that was introduced following last year's AGM. The proposed amendment seeks to clarify the definition of Senior Management Employee for the purposes of evaluating who can run to become a panel member. The proposed amendment defines a Senior Management Employee as: Chief Executive Officer, Executive Director or equivalent.

CSSEA's Board of Directors endorsed the addition of this criteria at its December 2022 meeting. Therefore, he made a motion that was displayed on the screen that reads as follows:

BE IT RESOLVED that Section 9.05 of CSSEA's Constitution and Bylaws be amended such that a Senior Management Employee is defined as a Chief Executive Officer, Executive Director, or equivalent, for the purpose of joining's CSSEA's panels. Moved by Terri Nakayama from Starbright Children's Development Centre Association / Second by Ryan Cucheron from Vernon and District Association for Community Living / Carried by the members.

The Chair then moved the motions that were developed during the Community Living Services divisional session and opened for discussion from the floor. Members discussed the anticipated outcomes of the motions and sought clarification on both the monetary and non-monetary components that were negotiated. As a result of the discussion, two amendments were made to the proposed motion, and the revised resolution now reads as follows:

Whereas, all bargaining regarding monetary and non-monetary 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

Motion was carried by membership.

The Chair noted this concludes this year's AGM. In closing, he thanked Doris Sun for her excellent work organizing AGM and once again congratulated the members who were elected to their divisional panels, and he reminded those panel members who were selected to join the Board of Directors that there will be a very brief meeting at 4 pm in the Monashee Room. Meeting adjourned at 3:32 pm.