

CSSEA

Your Human Resources and Labour Relations Solutions Provider

New Services Offered in 2008

- Online Surveys
- Shared-Cost Consulting Services
- Recruitment and Retention Solutions
- Choice in Group Benefit Plan Coverage
- New Courses in Training and Development
- Municipal Pension Plan Updates and Training

Senior Management Team

Chief Executive Officer
Lorne Rieder

Director, Labour Relations Services
Sandi Case

Director, Corporate Services
Karen Yow

Director, Member Services
Kathie Best

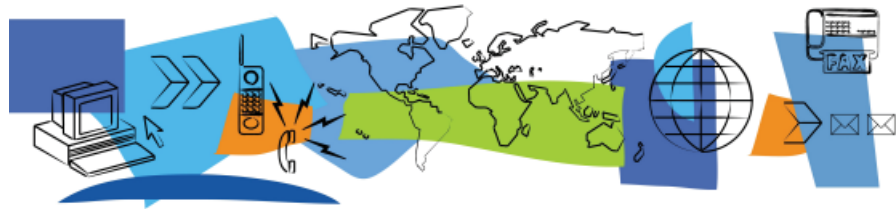
Membership by division

Aboriginal Services	4
Community Living British Columbia	1
Community Living Services	101
General Services	94
TOTAL	200

Membership by region

Kootenays	18
Lower Mainland	72
Northern BC	23
Thompson/Okanagan	31
Vancouver Island	56
TOTAL	200

2008 ANNUAL REPORT



Excellence and Innovation in Human Resources and Labour Relations

Cssea
Community Social Services
Employers' Association

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This was my first year as board chair after having served as a panel and board member for the community living services division for several years. Working with my fellow employers in this capacity has shown me how representative the board and panels are of the social services sector. The panels remain clearly defined entities, working on their division's highest priorities. Reference groups were formed for the municipal pension plan, 2010 data collection and recruitment and retention initiative, to name a few, and the panels and members at large gave their time, knowledge and expertise to ensure the final documents were relevant and thorough.

The board, panels and reference groups provided valuable input toward the new services CSSEA offered this year to ensure members' needs were met and to continue growth. Communication with the membership has never been greater, which ensures we are a respected member-driven organization.

As always, member contributions to your employers' association are vital. To that end, the board and panels saw succession planning as a key priority. With the passage of a board-sponsored resolution at last year's AGM, one position per panel election is now reserved for a candidate who has not served on a panel for a period of at least four years, thus ensuring new members are supported as they take on this role.

Member participation in the workshops for data collection provided valid data for bargaining preparation. CSSEA also understands recruitment and retention is a major challenge for employers and is committed to assisting us find viable solutions.

Finally, I wish to thank members of the board and panels for their support and leadership this past year - it has been a privilege to serve as your board chair. Thanks also go to CSSEA staff for providing crucial help and guidance and being an invaluable support to the board, panels and reference groups.

The AGM and conference provides an opportunity to participate in the governance of CSSEA and to learn, share and connect through the excellent workshops and networking opportunities offered. CSSEA has continued to mature and evolve into an organization of which we can all be proud and plays a vital role in ensuring the vitality and sustainability of social services in British Columbia.

Ellen Tarshis
Board Chair

Each year, we see growth in the service delivery skills and professionalism of our members which inspires us to seek new ways to support your progress.

At the last AGM, you were clear that recruitment and retention issues were impeding your capacity to grow and we responded with a number of initiatives - market-based pay adjustments for paraprofessionals, recruitment/retention workshops across the province, development of an exit interview form and turnover survey to measure turnover rates and identify hard-to-fill positions, a shared-cost consulting service to assist members to engage a consultant in key areas and communication with funders to ensure they are fully aware of both the direct and indirect costs related to this issue.

We focused on the introduction of the Municipal Pension Plan to the sector on March 31, 2010. This plan is the final step in our development as a true public services sector and will help with recruitment and retention. In the fall, workshops for employees and employers will be held. The plan which seemed so far away is now just on the horizon.

Data collection for 2010 collective bargaining was a priority. The quality of information collected is directly related to the degree of success at the bargaining table. Good information translates into credibility with our funders and the success we had in 2006 was directly attributable to our capacity to do accurate cost calculations. With the early preparation of costing documents and the spring provincial workshops, we hope we have eased this task for our members.

Members now have a choice for their group benefit plan coverage. A lengthy arbitration determined two other health and welfare plans provided equivalent coverage to meet the requirements of your collective agreement.

CSSEA could not have introduced these new services and programs without the help of the board, panels and reference groups who worked closely with our staff to ensure the quality and pertinence of services offered. We also want to acknowledge our members for their professionalism and encouragement. We thank you for your support this past year and look forward to the future.

Lorne Rieder
Chief Executive Officer

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