



MISSION COMMUNITY SERVICES





MISSION COMMUNITY SERVICES



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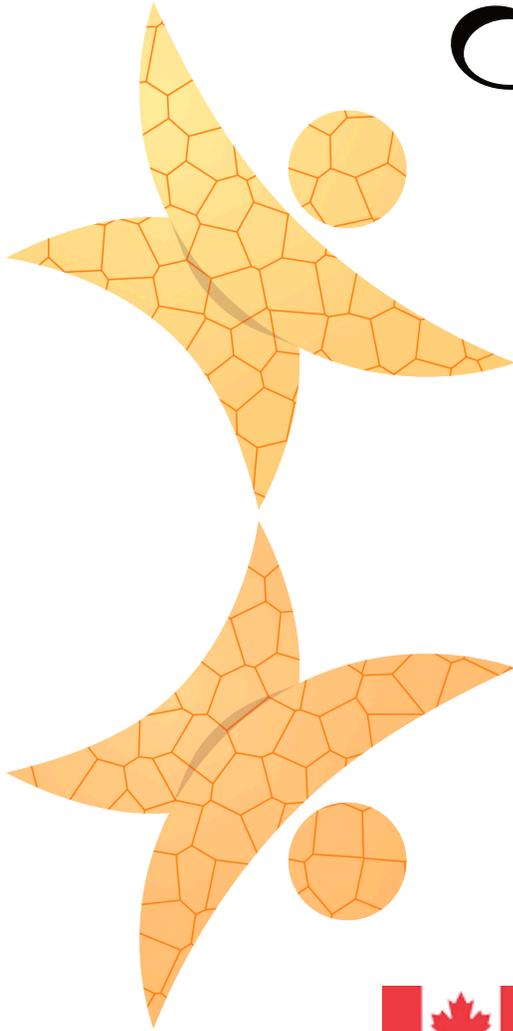
Our Community Fu



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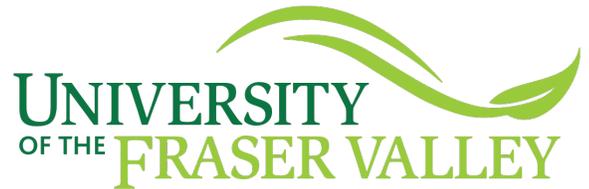
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Immigration, Refugees
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MISSION COMMUNITY SERVICES



ANNUAL REPORT 2017/2018

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*The vision of Mission
Community Services*

***“Helping
People,
Changing
Lives,
Building
Community”***

*is the consistent path
we follow that begins
with a wide variety of
inputs. Evaluating
our programs to ensure
services are effective is a
process that occurs
every day.*

Fiscal Year 2017 - 2018

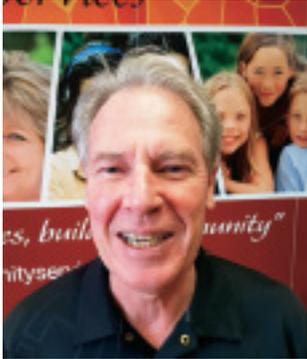
At Mission Community Services, our work is founded in commitment to best practices, by ensuring that we build on the strengths of everyone we serve, considering their unique needs, opportunities, and strengths.

Best practices should be ever evolving as new ideas and information comes to light. As such, the commitment to continuous quality improvement, always moving towards excellence, is a key component in our organizational culture.

The Performance Quality Improvement process contributes to organizational effectiveness by providing opportunities for all staff to be involved in leading and promoting positive change within the organization. Each year we evaluate the performance of our programs to identify our strengths as well as the areas we need to improve upon.

ANNUAL REPORT 2017/2018

Leadership



Roger Dowker
Chair, Board of Directors



Sanjay Gulati
Executive Director

Board of Directors

Abe Neufeld
Bob Ingram
Cal Crawford
Laurel Martin
Paul Hockridge
Satti Grewal
Stephen Pomeroy
Sonia Sharma-Dherari

**When your Values are clear to you,
making decisions become easier”**

- Roy E Disney

Have you ever watched a flock of starlings swooping about in unison as if they were in some kind of choreographed mass ballet? They move together – swooping, shifting flight that appears to be totally random– together but not in any particular formation. Each bird is influenced by the others as if they are one entity not a mere collection of individuals. This is called a murmuration and the coordination is truly magical.

We shared this metaphor at our recent annual staff meeting challenging each member of our team to visualize MCSS more like a murmuration. What would that look like? Is it even possible? We reached a consensus that by aligning our personal values with the values of MCSS we can create similar magic, just like those value driven starlings. We do have the capacity of forming a network of influence in our community. Change in any grouping of people is inevitable. And as Roy Disney says “When your values are clear to you, making decisions become easier.”

It is far easier to tear things down and criticize, and much harder to build and remain resilient. Resilience can be defined as the ability to withstand or recover quickly from difficult conditions. This past year our resilience was put to the test.

We built resilience with the people we serve, through our dedication to offering programs that make a difference in their lives.

We built resilience in our community by building collaborative partnerships that are stronger than the individual parts.

We built resilience within our organization by training and developing our volunteers and staff, with a commitment to honouring our vision, mission, values and working to a set of CARF standards that we are measured against every three years.

We built resilience by being fiscally strong allowing us to fill gaps in meeting the needs in our community.

We built resilience by aligning with our MCSS values;

- We are professionals conducting ourselves with integrity and objectivity.
- We are compassionate and caring.
- We accept responsibility and are accountable for our actions.
- We respect every person.

We supported and empowered people through our programs making a difference in their lives:

- Our Children, Youth and Family team provided services to number of families. Program supported 34000 visits.
- Our Housing team support the most vulnerable people in our community. There was 7,209 bed usage at our Shelter and 1,175 mats utilization at the Extreme weather program. Rivendell ran at full capacity this year.
- Our Settlement team worked in harmony to settle the new refugee’s families in partnership with the school district.
- Our seniors’ team provided 11,900 service units through various programs to seniors in our community.
- Our Food Centre and Christmas bureau teams distributed 3193 hampers and harvest bags.

This is working in unison, each team influenced by the other, our magic, supported seamlessly by dozens of volunteers.

Together, team MCSS is passionate about the people and the community we serve and we uphold our Vision - Helping People, Changing Lives, Building Community.

It is a pleasure and honour to work and volunteer alongside this special team and we look forward to continuing to create our version of magic – our choreographed mass ballet.

Roger Dowker, Chair, Board of Directors
Sanjay Gulati, Executive Director



Treasurer's Report



To the members, funders and friends of Mission Community Services Society,

Results of operations

Mission Community Services Society has completed a successful financial year. Net revenue over expenses was \$183,235 for the year which helps ensure that the society remains a strong and viable organization able to fulfill its obligations and carry on the work that it is mandated to do.

Each year the mix of programs varies. Overall revenue increased due to additions to revenue for refugee programs and work training. On the expense side, facility and other operating costs remained relatively stable with client support costs increasing with the expansion of the Homelessness partnership program.

The board has \$286,965 invested in capital reserve funds to ensure that funds are available to maintain the Second Ave. building and other equipment when needed.

Oversight and control

The Board of Directors, Finance Committee, Management and staff are committed to effective financial control and accountability.

The finance committee met regularly and continually reviewed the results of operations and comparison to budget throughout the year. The society continues to engage the services of an experienced CFO who along with our executive director add an additional level of experience and professional competence.

The financial statements have been audited by KPMG LLP and are available for your consideration.

Management

The board, finance committee and executive director are committed to effectively manage the finances of Mission Community Services Society to minimize costs and maximize outcomes with the resources provided. To this end, we continue to evaluate our expenditures to ensure that our clients and funders receive the best outcomes for the funds expended. It is our goal that every dollar received is properly used to help people and build community.

Sincerely

Stephen Pomeroy Treasurer
Mission Community Services Society

ANNUAL REPORT 2017/2018

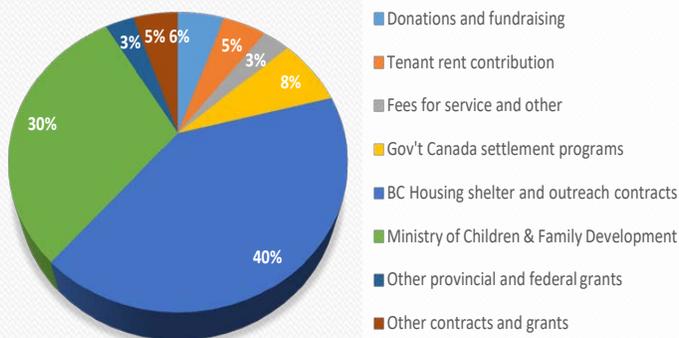
Finance Report

Financial Highlights

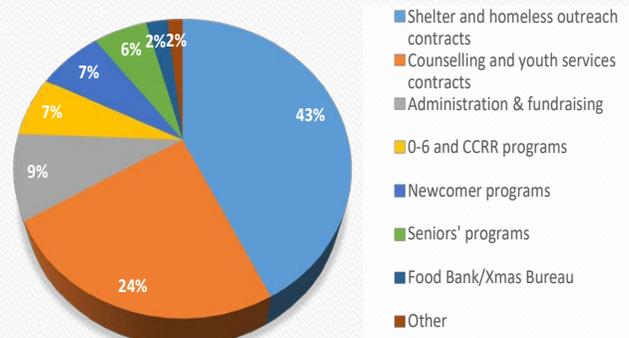
	<i>March 31</i>	2018	<i>2017</i>
Assets			
Cash and restricted cash		\$ 1,448,075	\$ 1,081,561
Other current assets		160,872	147,009
Land & buildings, net of amortization		846,315	899,808
Other long-term assets		<u>3,650</u>	<u>3,650</u>
		<u>\$ 2,458,912</u>	<u>\$ 2,132,028</u>
Liabilities & Deferred Contributions			
Payables and other accruals		\$ 704,711	\$ 312,325
Deferred contributions		515,849	433,653
Deferred capital contributions		30,594	333,910
Loan payable		<u>253,426</u>	<u>281,044</u>
		<u>1,504,580</u>	<u>1,360,932</u>
Net Assets			
Internally restricted		190,113	103,179
Invested in capital		286,965	284,854
Unrestricted		<u>477,254</u>	<u>383,063</u>
		<u>954,332</u>	<u>771,096</u>
		<u>\$ 2,458,912</u>	<u>\$ 2,132,028</u>

	<i>year ending March 31</i>	2018	<i>2017</i>
Revenue			
Provincial contracts and subsidies		\$ 2,968,826	\$ 2,892,851
Federal contracts and grants		372,071	398,401
Tenant rent contribution		206,259	214,350
Donations and fundraising		183,853	192,587
Other contracts and grants		215,330	188,573
Fees for service and other		129,792	118,231
Community gaming grants		62,000	48,000
Realizing deferred capital contributions		<u>38,633</u>	<u>37,986</u>
		<u>4,176,764</u>	<u>4,090,979</u>
Expenses			
Personnel & related costs		2,993,502	2,937,541
Facility costs including amortization		373,249	353,678
Client support costs		293,796	282,896
Program support costs		270,393	263,008
General administrative costs		42,333	42,858
Amortization of equipment		10,802	10,840
Fund development		9,454	2,244
Other		<u>3,305</u>	<u>3,305</u>
		<u>3,993,528</u>	<u>3,896,370</u>
Excess of revenue over expenses		<u>\$ 183,236</u>	<u>\$ 194,609</u>

Revenue by source (2018)



Resource allocation (2018)





CARF Accreditation of Mission Community Services Society

Mission Community Services Society was awarded a three-year accreditation through CARF (Commission on Accreditation of Rehabilitation Facilities) in Intensive Family Based Services— Family Services (Adults) and Juvenile Justice in September 2015. We look forward to our next accreditation process in the fall of 2018.

This accreditation outcome represents a level of accreditation and shows the society's substantial conformance to the standards established by CARF. An organization receiving a three-year accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its program and services are the highest quality, measurable and accountable.



Our Stories

"You have the power to make our world a better place by simply living a life where you are happy, passionate, with the desire to change the life of people you meet, whether you know them or not. Always make sure you are having a positive and profound impact on those you touch."





Seniors

The Story

Every Friday Don looks forward to the arrival of his special Meals on Wheels entrée delivered by an MCSS volunteer to his small apartment.

Once a month he does a major grocery shop with another MCSS volunteer, and when he needs medical rides, a volunteer driver is always there to help him.

“Sure I know how to cook, and I dare anyone to take away my crock pot where I prepare ribs and roasts, but the Friday meal is always a treat. I don’t have to cook. And they taste great.”

Don, 74, is now completely blind. He navigates around his home with his hands touching the walls. His supportive neighbours are all good friends. He has lived in Mission for five years.

The former Fraser Valley shake packer started losing his eyesight 16 years ago. He did a lot of walk-

How we are doing:

- 4,568 meals were delivered.
- 174 shopping trips were made.
- 499 medical rides were given.
- 3,395 clients received assistance through our Seniors Connections.
- 65 seniors received light yard work.
- 179 meals were served at Lunch With A Bunch.
- 3,049 volunteer hours served.
- 179 meals were served at Lunch With A Bunch.

ing when he could still see, and now he has his boombox and his television set, and visits by his family members to fill his time. He has two daughters and five grandchildren.

The volunteers who come to help Don are important to him. “They’re funny, they share stories, they’re family-oriented people. I couldn’t do it without them,” Don said. His network of friends keep him socially active.

Don said his mind is as sharp as a tack and he relies on it heavily. “I have a theatre inside my head and I can see everything from the time I was very young. I was born just outside of Dawson Creek,” he said.

“I would recommend the MCSS services I enjoy to anyone. I’ve adapted to my life now as a blind person, and the help I get is truly appreciated.”



The Story

Life at Rivendell is a second chance for Dean, 56, who said he was in a “pretty bad way” before he moved into the MCSS second stage housing facility two years ago.

“Tracy (the supervisor) saved my life. She has done amazing things for me. Since I moved to Rivendell I haven’t looked back,” he said.

Dean enjoys having his own room, bed and his own bathroom. Rivendell provides one meal a day and he also cooks for himself. He said if he was somewhere else he would find it very hard to make ends meet. He has earned extra money with the Anything’s Possible and Mission To Move Forward work teams and privately contracts his gardening services to

How we are doing:

- 35 new clients to the facility.
- 81 applicants on the waitlist.
- 558 individuals in residence over the fiscal year.
- 25 residents moved to other housing.
- 43 clients secured housing.
- 117 people received rent subsidy.
- \$24,395 was distributed in rent subsidy through the Homeless Outreach Program

anyone who needs some extra help.

Dean, who was born in Vancouver and raised in Richmond, has not seen his son since he was put up for adoption at the age of 7 after his former wife died 18 years ago. “I was too messed up to take care of him. I hope I can one day connect with him on Facebook.”

His goal now is to get his own place, renew his driver’s licence and get a truck going so he can be productive with his work goals.

“Despite some medical complications, I am very happy right now,” said Dean. “Tracy (the supervisor) is awesome. If you are always honest and truthful with her life is great at Rivendell.”



Homeless/Outreach

The Story

A brand new 250-square-foot health room is making a world of difference for some of the community's most vulnerable residents.

The fully-equipped facility on the second floor of Haven in the Hollow, a first-stage MCSS housing facility at 32646 Logan Ave., "gives us the opportunity to provide health care to those who would otherwise struggle to get access and might only be seen after they've suffered a crisis," said Dr. Peter Barnsdale, Regional Department Head of Family Practices.

"I'm hopeful this facility will attract a coordinated multidisciplinary approach to care for some of our most vulnerable and unserved patients where they need it," he said.

Thanks to a BC Housing grant, the new health room can be used to treat all the ailments



of those who are homeless," said Haven program supervisor Ed Cassia. The room features a medical examination bed, electronic medical equipment, storage, pharmaceutical refrigerator, shower and stainless steel sink.

Cassia said the room will be staffed by Fraser Health Authority personnel, General Practitioners including Dr. Barnsdale, Dr. Larinia Reyes-Smith, and nurses when the need arises. It is open to all people who are homeless. A medical schedule will be put in place and the room will be available to other health professional expressing an interest.

"It is equipped so we can conduct flu clinics and give vaccinations. Blood samples can be taken on site, medical exams can be offered and wounds can be treated," said Cassia.



Family

“Thank you for making the Balanced Parenting Group program accessible for parents without childcare! Being able to come and talk openly with other parents was extremely therapeutic. Your instructor is extremely empathetic and kind. I’m actually sad that it’s done because I feel like it reset my thinking. Thursday became my favourite day of the week, thank you for this priceless gift.”

The Story

Parents involved in MCSS Family Development Program and specifically Balanced Parenting, are sharing that they enjoy the new ideas to connect with their children and the positive differences they noticed within their families and themselves.

Wishing they knew these skills sooner, some participants said they would like to stay connected with group members as an ongoing support system.

The Family Development program touches more lives and contributes to a wider impact through groups. This year staff created the Balanced Parenting curriculum and expanded its group work, ensuring the needs of the parents attending would be met.

A need was initially expressed for an attachment informed parenting group that targeted parents who had children from ages six to pre-teens.

The Balanced Parenting Group is an experiential and educational group

How we are doing:

- Youth services served 1,359 unique clients.
- Family Development Response (includes therapy, domestic violence, supervised access) clients: 499.
- Number of clients served by programs (Parenting Education and Youth Life Skills): 1,157.
- 104 unique clients served by CAPC.
- 556 clients served by Family Place and 37 by Tree House.
- 576 unique clients served by Child Care Resource and Referral.

which teaches parents the skills that reflect current research stemming from the relationship between neuroscience and the human need for connection.

The group is composed of education about the brain as it impacts emotional connection and parenting, small group activities, roleplays and worksheets. It is also a group-lead program where the content is intentionally relevant and flexible to the group members’ expressed concerns and needs.

The program was delivered over 12 weeks.

“We are really proud of the group work we are doing at Mission Community Services. Groups present opportunities for the participants to cultivate their voice, strengthen their internal resources through their exchanges with peers, and in the end creates a stronger sense of family and community,” said Darlene Straarup, manager of MCSS Family and Youth Services.



New to Canada

The Story

Abdullah, his wife Marion and their five young children – all from Syria – experienced the generous and welcoming nature of Mission since they day they arrived on May 29, 2017. To hear Abdullah tell his story, Syria at one time was a nice place. He had a wonderful home there and his parents had a big farm. When MCSS New to Canada team received the family at Abbotsford Airport after a short stay in Winnipeg, translators said the family was happy to be safe because Syria had become so dangerous. Airplanes were destroying residential neighborhoods with bombs and rockets, and Abdullah said he and wife felt insecure and worried for the lives of their children. Their future was uncertain. One day a bomb shell hit the house beside theirs. On another day, an explosive went off about 100 meters away from his daughter. It did not hit her, but shrapnel flew above her.

How we are doing:

- 55 new adult clients were served by SIP (Settlement Integration Program).
- 26 newcomer students were served through the SWIS (Settlement Work in Schools) program.
- 35 unique clients for the year were funded by AMSSA for naturalized citizens, temporary workers, provincial nominees.
- 10 community leaders served on our LIP (Local Immigration Partnership) Council.

The family was terrified. Abdullah decided to move the family to a nearby safe country, Lebanon. After many hardships there, Abdullah decided to apply to Canada through the United Nations in Lebanon because he and Mariam again did not feel safe. Now in Mission for a year, and working with MCSS and other community resources, the family has comfortable accommodation, healthy food, furniture, English language training, special cultural education, employment (in construction) and new friends. The children learned to speak English quickly and successfully integrated into the Mission school district. Abdullah has already offered his time to MCSS Festival of Light: Diwali and shared his family's compelling story at the March 17 "We're Your Neighbours" immigration forum. His family is loving life in Canada.



Christmas Bureau/Wish Campaign, Food Centre & Mission Kitchens

The Story

With year-round fundraising in the works and new people and ideas boosting the MCSS Christmas Bureau/Food Centre operations, those who seek support are getting what they need.

Since 1972 Mission Community Services Society's Christmas Bureau has made a difference in the lives of thousands of vulnerable families by providing festive food hampers and toys at Christmas time.

The Food Centre, with its food hampers and healthy food choices has set up a tiny toy store where parents picking up monthly supplies get to choose a birthday gift for

How we are doing:

- Total volunteer hours: 2,554.
- 530 Christmas hampers distributed.
- 530 adults and 438 children served by the Christmas Bureau.
- 1,265 Harvest Bags distributed.

their child.

Volunteer leaders of the Christmas Bureau, Mika Brosseau and Lesley Drown, experienced a successful "wish campaign" in 2017, not only providing for families, but also for single adults including senior citizens.

Community cash and in-kind donations plus the support of volunteers, The Junction Shopping Centre, local schools, Rotary Carol Festival, Mission Candlelight Parade, Festival of Trees, West Coast Express Santa trains and Mission Fire Rescue Service food drive, made the "wish campaign" as strong as ever.



Community Engagement

New on the streets of Mission this year were ECGs (Engaged Community Guides). The program was set up through the Stone Soup initiative and supervised through Mission Community Services Society.

All ECGs have had direct experience with homelessness and the many factors that can cause it. The program engages people with lived experience with not only homelessness but addiction, mental illness, entrenched poverty and those at-risk.

The six-week pilot program first focused its guide and ambassador efforts in Downtown Mission and at Mission Hills.

Seven people received two weeks of training and were outfitted with maps, supplies, first aid supplies and materials for picking up refuse or for calling in the city for larger messes.

"The opportunity involved in a program like the ECGs is very exciting because it's a terrific example of how Mission is willing to take leadership in trying innovative ways to address homelessness," said MCSSExecutive director, Sanjay Gulati.

ECGs are there to help everyone, from customers to visitors to people in need of shelter. The program helps the community, its participants, and supports at-risk people to navigate to services using a relatable and authentic approach.



#AllAreWelcomeHere

MISSION
Community Services Society



Festival of Lights - Diwali

Many hands make light work, and the support from the community through volunteerism and sponsorship helped make the 2017 version of Festival of Light: Diwali one of the best ever. It was also an opportunity to celebrate Mission's 125th birthday.

Some 20 sponsors made it all possible, and the 21 community and commercial booths in the marketplace foyer helped make the event even more special, including the new turban tying demonstration by Khalsa School of Mission.

"We were particularly impressed by the volunteer teams from Heritage Park Centre and Mission Secondary, plus the helping hands of Mission Rotary Club who collected six huge totes of non-perishable food for the MCSS Mission Food Centre and Christmas Bureau," said the

Festival of Light: Diwali organizing committee.

When the theatre doors swung open at 6 p.m. for the eight stage acts, our two emcees Abbotsford Coun. Kelly Chahal and Satti Grewal with a lot of support from our new stage managers Alex Rake and Maria Buganska and Clarke Theatre personnel, made the show operate super smoothly.

Everything from shoes and dresses to jewelry was on sale in the Indian marketplace.

Lead sponsors this year were University of the Fraser Valley, Province of B.C., Mission Save-On Foods, Mission 125, District of Mission, Immigration, Refugees and Citizenship Canada (through Mission Local Immigration Partnership) and media sponsors Mission Record, Abbotsford News and Punjabi Patrika. Thank you!





For complete program details,
volunteer and donation
opportunities, visit us at

www.missioncommunityservices.com