



# MISSION COMMUNITY SERVICES





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# MISSION COMMUNITY SERVICES





# ANNUAL REPORT 2018/2019

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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 2018 - 2019

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 2018/2019

## Leadership



It was with a mix of sadness and gratitude that the Board of Directors recently announced the departure of Executive Director, Sanjay Gulati, effective June 4, 2019. Sanjay has been provided with and accepted an exciting opportunity in Galway, Ireland.

Over the past seven years, Sanjay has been instrumental in bringing many new initiatives to MCSS to assist the people we serve, ensure that our programs and services change lives, and to collaboratively work to develop strong community partnerships.

While we will miss Sanjay and his passion for the people we serve, we wish him the best of luck as he embarks on his new chapter. We want to thank him for the years of dedicated service to growing our mission, strategy, and values which involve many significant accomplishments.

Sanjay brought more than a decade of community service work to his role and he drew on that experience and lessons

learned to enhance MCSS services and programs.

### Board of Directors

Bob Ingram, Board Chair  
Roger Dowker, Vice Chair  
Stephen Pomeroy, Treasurer  
Satti Grewal, Director  
Laurel Martin, Director  
Sonia Sharma Dherari, Director  
Abe Neufeld, Director  
Cal Crawford, Director  
Ian James, Director

We have begun a search to hire a new Executive Director. Karen Laing, Manager, Governance and Resource Development has assumed the interim Executive Director role until we find the best

individual to lead our organization.

Again, we cannot thank Sanjay enough for his dedication, passion, enthusiasm and motivation he has given our organization over the past seven years. He will be greatly missed by the staff, Board, volunteers, clients and supporters alike. We look forward to following the success of his career and are excited for the next chapter of MCSS as we continue the important work to enrich the lives of the people we serve.

We will continue to build on the initiatives that Sanjay has implemented including:

- developing collaborative partnerships
- building a fiscally sound organization that will meet the social needs in our community
- training and developing our volunteers and staff with a commitment to honour our vision, mission and values
- establishing solid strategic plans that provide clear direction
- maintaining critical CARF programs and service delivery standards.

Just as we are proud of our past accomplishments, we are excited about the challenges of our future.

**R. D. (Bob) Ingram, President**  
MCSS



## 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 \$247,563 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.

### **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

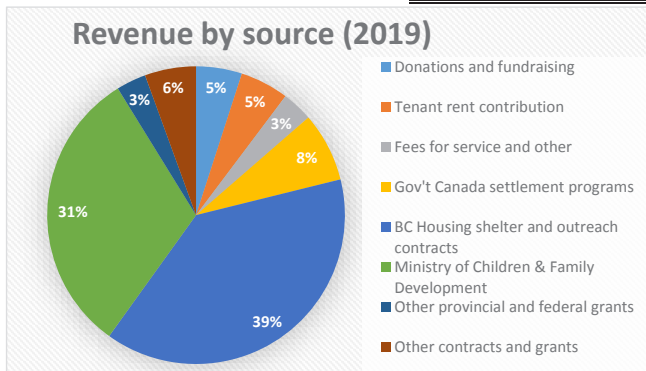


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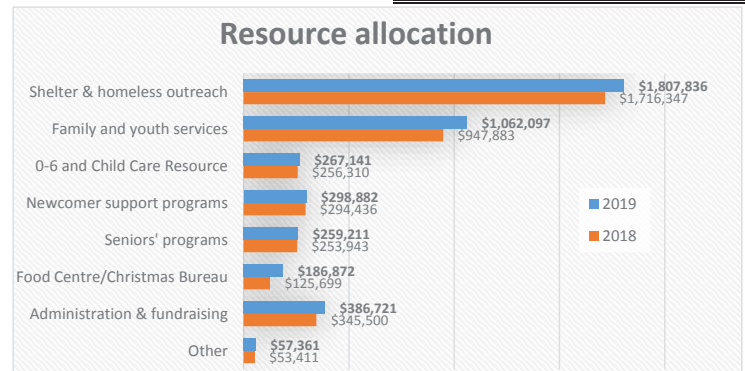
## Finance Report

### Financial Highlights

	March 31	2019	2018
<b>Assets</b>			
Cash and restricted cash	\$ 1,539,239	\$ 1,448,075	
Other current assets	141,753	160,872	
Land & buildings, net of amortization	791,921	846,315	
Other long-term assets	3,650	3,650	
	<b>\$ 2,476,563</b>	<b>\$ 2,458,912</b>	
<b>Liabilities &amp; Deferred Contributions</b>			
Payables and other accruals	\$ 431,688	\$ 429,381	
Deferred contributions	486,059	515,849	
Deferred capital contributions	275,843	305,924	
Loan payable	224,890	253,426	
	<b>1,418,480</b>	<b>1,504,580</b>	
<b>Net Assets</b>			
Internally restricted	230,756	190,113	
Invested in capital	291,188	286,965	
Unrestricted	536,139	477,254	
	<b>1,058,083</b>	<b>954,332</b>	
	<b>\$ 2,476,563</b>	<b>\$ 2,458,912</b>	



	year ending March 31	2019	2018
<b>Revenue</b>			
Provincial contracts and subsidies	\$ 3,087,998	70%	\$ 2,958,179 71%
Federal contracts and grants	410,222	9%	372,071 9%
Other contracts and grants	244,809	6%	215,330 5%
Tenant rent contribution	232,187	5%	213,332 5%
Donations and fundraising	219,458	5%	198,702 5%
Fees for service and other	147,117	3%	118,517 3%
Community gaming grants	58,000	1.3%	62,000 1.5%
Deferred capital contributions realized	30,081	0.7%	38,633 0.9%
	<b>4,429,872</b>		<b>4,176,764</b>
<b>Expenses</b>			
Personnel & related costs	3,270,547	76%	2,993,502 75%
Facility costs including mortgage interest	312,401	7%	319,910 8%
Client support costs	318,291	7%	293,796 7%
Program support costs	315,342	7%	270,393 7%
General administrative costs	45,815	1%	42,333 1.1%
Amortization of buildings	45,753	1%	53,338 1.3%
Amortization of equipment	8,641	0.2%	10,802 0.3%
Fund development	9,331	0.2%	9,454 0.2%
	<b>4,326,121</b>		<b>3,993,528</b>
<b>Excess of revenue over expenses</b>	<b>\$ 103,751</b>		<b>\$ 183,236</b>





## 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 Child and Youth Services in September 2018. We look forward to our next accreditation process in the spring of 2020.

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.



# ANNUAL REPORT 2018/2019



## 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*

"If I wake up in the morning, it is a wonderful day," said Clara, a senior who quietly guards her age and has lived most of her life in Mission.

"I am going to fight to be independent and make it stay that way." Clara is a client of the Mission Community Services Society (MCSS) Better At Home program for seniors, and claims a call and rides to emergency and a vascular surgeon by coordinator Debbie Daoust, saved her life after the swelling in her legs became extreme, indicating heart trouble. "I would be dead if she didn't do what she did," said Clara, mother to a son in Abbotsford and a daughter who died of cancer in 2000. "I have three granddaughters and one grandson."

Clara likes to drive and to make her own meals, but has enjoyed MCSS volunteer medical rides when needed, income tax services, and

### How we are doing:

- 5,181 meals were delivered.
- 205 shopping trips were made.
- 530 medical rides were given.
- 2,218 clients received assistance through our Seniors Connections.
- 46 seniors received light yard work.
- 244 meals were served at Lunch With A Bunch.
- 3,752 volunteer hours served.

special MCSS Food Centre deliveries.

"I am so thankful to MCSS," said Clara who enjoys playing the penny slots at the local casino and works on craft projects to earn a little money and to remedy her arthritis.

"I enjoy the soups, canned food, and crackers from the Food Centre. What I don't use I share," she said, adding that home care arrives twice a month to do laundry, vacuum, wash floors, change the bed, and clean the bathroom.

Clara worked for 20 years at Vic Wallace Insurance in Mission, and remembers a time when she walked up Main Street and said Hi to everyone. "I've lived a good part of the history in Mission. I've seen it grow. Sometimes I wish we could go back to the 1950s." Meanwhile she counts on those regular calls from Debbie at MCSS. "They mean a lot."





## *The Story*

Safe. Non-judgmental. Clean.  
Affordable.

These words are repeatedly heard when residents of MCSS's Rivendell second stage housing are asked to describe the 44-person, BC Housing funded facility they call home.

Levi, 31, from a broken home in White Rock chose Rivendell from a number of facilities 7 months ago after his experience with drugs began when he was 21. He has a wife and a three-year-old daughter in Vancouver, but his recurring drug addiction and anxiety ruined his family life, caused him to be homeless and in and out of care. After he hit rock bottom, his grandmother took him in, and thus began his recovery. He chose Rivendell because he liked the way it operated, staff is amazing, and he never lived in Mission before.

### How we are doing:

- 177 unique clients.
- 458 individuals in residence over the fiscal year.
- 32 residents moved to other housing.
- 29 clients secured housing.
- 98 people received rent subsidy.
- \$18,910 was distributed in rent subsidy through the Homeless Outreach Program
- 228 clients seen at Health Room at Haven in the Hollow.

Rick, 53, has an adult daughter and spent all of his 30s incarcerated. He likes the fact Rivendell is drug free and its manager, Tracy, and staff are "not on a power trip." Rick has been off speed for four years now, is seeking employment, and instead of returning to downtown Vancouver after each drug milestone in his life, he now has Rivendell – for 1.5 years now. Terry, 67, is a three-year resident of Rivendell and takes life "one day at a time." He left Rivendell when he "came apart" and became a drug user again. Now he is clean and back and likes the fact he is not pressured by others to be a user. Born in Ontario, Terry was a drug dealer for most of his life in Burnaby and has never held a fulltime job. All three men recommend Rivendell "to those who are serious about getting better."





## Homeless/Outreach

### *The Story*

Being a good neighbour has always been important to Haven in the Hollow, MCSS first-stage housing facility at 32646 Logan Ave.

Manager Ed Cassia, who has been with MCSS for 10 years, said Haven has a good neighbour advisory group of key stakeholders and businesses as a venue to express concerns. Haven is an active participant in Adopt-A-Block and has its peer group program, led by a Fraser Health No Harm and Overdose Prevention worker, cleaning up local creeksides and sites that can be littered with dangerous needles and other debris.

Cassia said the Haven extreme weather beds were well utilized this year, and regular overnight capacity for homeless individuals was increased from 15 men to 21 men and five women to six. Its homeless outreach program



continues to assist those who need support.

This year Haven participated in the Fraser Health needle disposal bins service, one at Mission Food Centre parking lot behind Haven and the other behind Freshco, ensuring that sharps are properly discarded.

Haven continues to maintain a 250-square-foot health room overseen by Dr. Reya Smith, with a GPN, addictions doctor and site nurses available most Wednesdays. This year Haven held clinics to diagnose a variety of diseases, including HIV and hepatitis for some of the most vulnerable and unserved patients. The medical room features an examination bed, electronic medical equipment, storage, pharmaceutical fridge, shower and stainless steel sink. It has capacity for blood tests, medical exams and treatment of wounds.





## 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."*

### The Story

Parents involved in MCSS Family Development Program and specifically Balanced Parenting, are enjoying the innovative 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 indicated 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. Staff created the Balanced Parenting curriculum to ensure 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 which teaches parents the skills that

#### How we are doing:

- Youth services served 1,375 unique clients.
- Family Development Response (includes therapy, domestic violence, supervised access) clients: 561.
- Number of clients served by programs (Parenting Education and Youth Life Skills): 1,375.
- 148 unique clients served by CAPC.
- 182 clients served by Family Place.
- 1,132 unique clients served by Child Care Resource and Referral.

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, 12-week program where the content is flexible to the group members' expressed concerns and needs.

"We are really proud of the group work we are doing at MCSS. 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. MCSS family programs also include its Family Place offering at Central School and CCRR/Early Years at its Fletcher Avenue facility in Mission.





## New to Canada

### *The Story*

Partnerships are the lifeblood of so many MCSS community programs because they offer a richness of support that can only lead to success.

For the MCSS New to Canada Department, which includes the Mission Local Immigration Partnership (LIP), organizations like Mission Literacy in Motion, Mission Library, Prospera Credit Union, school district, other key LIP business partners and reps from District of Mission, provincial and federal governments, are positively impacting newcomers.

When MCSS presented to District of Mission Council in March on behalf of the MCSS department, Mission Mayor Pam Alexis, also a Mission LIP member, said: "Thank you for everything you do. When considering partnerships for Mission settlement team and their value, it truly reflects who we are as a community. When we are faced with

### How we are doing:

- 85 new adult clients were served by SIP (Settlement Integration Program).
- 36 newcomer students were served through the SWIS (Settlement Work in Schools) program.
- 996 client walk-ins.
- 12 community leaders served on our LIP (Local Immigration Partnership) Council.

challenges we all work together. I remember the night a few years ago when we knew we were having refugees arrive in Mission and we asked the community (through a MCSS forum) if there was something they could help with and we had 150 people show up. That is unheard of. It speaks to who we are and how we embrace diversity. Kudos to all the work that MCSS settlement team does, and we can never let our guards down. We need to continue to educate and lead in this way."

From #AllAreWelcomeHere bumper sticker campaigns, plans to host a Mission Canada Day citizenship ceremony, hosting conversation circles, offering sessions on diversity, homework clubs, multicultural camps and opening economic doors, active partners ensure strong newcomer integration and community acceptance.

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## Christmas Bureau/Wish Campaign, Food Centre & Mission Kitchens

### *The Story*

With year-round fundraising, three new drop-off points for non-perishable and non-expired food donations, additional partners in Save-On-Foods and Bear Country Bakery Ltd., MCSS Christmas Bureau – Wish Campaign and Food Centre operations are as vibrant as ever.

Food Centre coordinator Avalon Lawrence is engaged in new campaigns from public plant-a-row garden efforts and the Share It Forward/weekly flyer donation program at Save-On Foods. The Harvest Bag and food hamper programs were strengthened.

Mika Brosseau led the MCSS Mission Christmas Bureau – Wish Campaign this year, providing not only for families, but single adults and senior citizens, too. Since 1972 the Mission Christmas Bureau has made life better for thousands of vulnerable families by providing the festive food hampers and special Christmas gifts. This year the successful Christmas

### How we are doing:

- Total volunteer hours: 1,978.
- 574 Christmas hampers distributed.
- 1,149 Food Centre hampers distributed.
- 677 adults and 488 children served by the Christmas Bureau.

Bureau Texas Shotgun Scramble Golf Tournament featuring Santa was launched at Mission Golf and Country Club, with 60 spots available for some memorable fund-raising fun. The tourney returns in 2019 with a \$10,000 hole in one prize.

Christmas Bureau donations were especially generous this year, with organizations like Chances Mission and scores of other organizations engaging. The Junction Shopping Centre provided space for the Christmas Bureau. Local schools, Rotary Carol Festival, Mission Candlelight Parade, Festival of Trees, Mission Fire Rescue donation drives, West Coast Express Santa trains and private business efforts all helped make the 2018 campaign special.

The three new year-round Food Centre drop off points for non-perishable food donations this year are Fire Hall #1, Mission Leisure Centre and City Hall. The Food Centre is located at 32646 Logan Avenue.





## Community Engagement

ECGs (Engaged Community Guides) program, running for a year now, was set up through the Stone Soup initiative and supervised through Mission Community Services Society (MCSS).

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. Program is focusing its guide and ambassador efforts in Downtown Mission and at Mission Hills Shopping Centre area.

Six ECGs are in the program with lots of passion and commitment to the program. It is currently

funded mainly by District of Mission and some fundraising. MCSS gives in kind supervision staff time and space.

"ECG program has not only empowered the people who are part of the program, it has also motivated others who are now keen to join the program" said MCSS executive 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. We hear lots of positive feedback from both businesses and the community in general.







## Festival of Lights - Diwali

Community support through volunteerism, sponsorship and participation made the 2018 version of Festival of Light: Diwali a huge success at Clarke Theatre. For the first time, Diwali was promoted on the huge Swing Optical billboard sign northbound on Abbotsford-Mission Highway.

Some 20 sponsors made it all possible, and the 21 community and commercial booths in the marketplace foyer made the festivities even more special. Everything from shoes, dresses and jewelry was sold in South Asian marketplace.

The Festival of Light: Diwali nine-member virtual organizing committee was impressed by the work of volunteers, including those from Heritage Park Mid-

dle School and Mission Rotary Club. Non-perishable food was also collected for MCSS Mission Food Centre and Christmas Bureau.

Nine lively local stage acts, including hip hop artist Saint Soldier, entertained the crowd for two hours. Emcees Abbotsford Coun. Kelly Chahal and Satti Grewal with support from stage managers Alex Rake, Maria Buganska and Clarke Theatre personnel helped make the stage show run smoothly.

Lead Diwali sponsors were University of the Fraser Valley, Province of B.C., District of Mission, Swing Optical, Mission Save-On Foods, and Abbotsford Community Services.

Thank you!





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

[www.missioncommunityservices.com](http://www.missioncommunityservices.com)