



ANNUAL REPORT 2022-23

MISSION COMMUNITY SERVICES SOCIETY



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Fiscal Year 2022-2023

Helping People, Changing Lives, Building Community is our Mission

At Mission Community Services Society, our work is founded on our commitment to best practices by considering the unique needs, opportunities and strengths of our stakeholders and the people we serve. Striving for excellence through strengths building is a key component in our organizational culture.

With a vision of "Bringing hope to all who come through our doors", we are committed to fostering an environment that is inclusive, equitable, embraces diversity and promotes a sense of belonging.

Performance and Quality Improvement (PQI)

The PQI process contributes to organizational effectiveness by providing opportunities for stakeholder involvement in continuous quality improvement. Staff play a key role by leading and promoting positive change within the organization. Each year, we evaluate the performance of our programs with the intent of building on our strengths and working on areas of improvement.

CARF Accreditation

Mission Community Services Society was awarded a three-year accreditation through CARF (Commission on Accreditation of Rehabilitation Facilities) in Child and Youth Services.

This demonstrates our conformance to the high quality standards established by CARF and showcases a successful outcome after a rigorous peer review process that was conducted onsite by a team of surveyors.

CARF accreditation validates that our programs and services are of the highest quality and undergo continuous improvement through accountability and measurable parameters.



BOARD OF DIRECTORS



ROGER DOWKER
Board Chair

I own a Consulting Business and am committed to:

- Environmental sustainability
- A welcoming, inclusive equitable community
- Local food security
- Family

I am an Education Assistant and am thankful for the Mission community helping to raise my three sons and am always looking for a way to give back.

I am an IT Specialist and a dedicated advocate for youth, actively giving back to the community in which I was raised. I contribute to various non-profit organizations by lending my voice to board-level decisions; as it is my passion to empower young people and make a positive impact on our community.



STEPHEN POMEROY
Vice Chair

I am a local Chartered Professional Accountant who is passionate about meeting the varied needs of our diverse community.



SONIA SHARMA-DHERARI
Treasurer

I have been a Vocational Rehabilitation Consultant for 20 years and have volunteered across various roles and organizations throughout my career. I am strongly committed to helping people, changing lives and making our communities stronger.

I am an Airport Operations Manager and am dedicated to the community as a contributing member of local non -profits and political entities.

I am an EA, community, support worker photographer and an artist with the belief in upholding the principles of Dignity, Inclusion and Equality.



JENNIFER GREEN
Director



OMRINDER MAHIL
Director



SABASTIEN ONYEMAObI Director



TANEANE TWELE
Director

Message from the Board Chair



As you read over the 2022- 2023 statistics, I would like you to reflect on who uses our services: a neighbour, a friend, a mother, a father, a grandfather, a grandmother, a sister, a brother, a nephew, a niece, a cousin, a senior, a child.

In short, they are members of our community that need help.

And this is what we do..

We help people, we change lives and we build community.

In the words of Ani DiFranco

**“I know there is Strength in the differences between us
I know there is Comfort where we overlap”**

These results would not have been possible without the dedication, compassion, and commitment of staff, volunteers, donors, and support from the community.

Thank you for all that you do.

Roger Dowker
Board Chair

Message from the Executive Director

Dear Stakeholders, Supporters, and Friends of Mission Community Services Society,

It is with pleasure that I present the Annual Executive Director's Report for the year 2023.

This report highlights the accomplishments, challenges, and progress made by Mission Community Services Society (MCSS) as we continue to strive towards our mission of **Helping people, Changing Lives and Building Community.**

MCSS remains steadfast in its commitment to building a compassionate and resilient community where everyone has the opportunity to thrive. Our vision of "bringing hope to all who come through our doors" is what drives our daily efforts.

This year, we have expanded and optimized our range of programs and services to better address the evolving needs of our community. Our Food Center initiatives have continued to provide essential food security to vulnerable families and individuals.

Collaboration has been instrumental in our success. We have maintained and in some cases forged strategic partnerships with local businesses, government agencies, non-profit organizations, and volunteers. These partnerships have enabled us to broaden our impact and deliver services more effectively.

MCSS continues to be financially responsible, ensuring that every dollar is invested wisely to maximize the benefits for our community. We are grateful for the ongoing support from government grants, corporate sponsors, individual donors, and fundraising events.

We want to take the time to thank everyone who supported us with donations and in-kind services over the year. Your financial support allows us to have services that would not be funded formally such as our Food Centre and Christmas programs that create opportunities of support, community and compassion. Without your help we would not be able to support people in their journey to the extent that you make possible.



Our volunteers are the heart of our organization. In 2023, we celebrated their dedication during National Volunteer Week and other events. Their selfless contributions have magnified our impact and made a difference in countless lives.

As we look to the future, MCSS remains committed to being a responsive and innovative community partner.

We will continue to adapt our programs and services to meet emerging needs while remaining true to our core mission. We are excited to explore new opportunities for growth, sustainability, and collaboration in the years to come.

In closing, I would like to extend my deepest gratitude to our dedicated staff, volunteers, board members, community partners, and supporters. Your unwavering commitment has made all our accomplishments possible. As we move forward, let us do so with hope, resilience, and a shared vision of a thriving community.

Yours in Service,

Nate McCready

Executive Director

Mission Community Services Society

FINANCIAL HIGHLIGHTS

Statement of Financial Position

2023

2022

Assets	CAD	CAD
Current assets	3,140,332	2,757,390
Capital assets	2,096,099	2,095,981
Other long-term assets	3,650	3,650
Total Assets	5,240,081	4,857,021
Liabilities and Net Assets		
Current Liabilities	2,468,854	2,143,802
Long term debt	831,943	863,909
Deferred capital contributions	289,330	258,056
Net assets	1,649,954	1,591,254
Total Liabilities and Net Assets	5,240,081	4,857,021

Statement of Operations

2023

2022

Revenue	CAD	CAD
Provincial contracts and subsidies	5,827,612	5,502,685
Fund development	309,216	280,955
Federal contracts and grants	236,541	309,008
Tenant rent contribution	232,362	222,745
Other contracts and grants	140,665	92,859
Interest income	94,103	17,393
Community gaming grants	65,000	66,000
Fees for services	37,886	46,008
Amortization of deferred capital contributions	35,351	31,213
Total Revenue	6,978,736	6,568,866
Expenses		
Wages	4,104,029	3,720,210
Benefits	875,153	847,464
Facility operations	740,352	686,566
Client support costs	526,008	427,420
Program support costs	457,593	410,142
Contracted services	109,742	103,318
Amortization	98,949	87,573
Staff development	51,617	19,353
Interest on long term debt	25,933	22,384
General administrative expenses	14,844	30,387
Fund development	5,816	15,743
Total Expenses	6,920,036	6,370,560
Excess of revenue over expenses	58,700	198,306

FAMILY SERVICES

MCSS serves a range of individuals and families through Family Services Programs such as Family Development Response Program, Youth Services, Community Support and Early Years. We are funded by multiple sources, including the Ministry of Children & Family Development (MCFD). Highlights of our team's performance in 2021-22 are as follows:

95

New referrals processed

107

Files closed

Individuals accessed Group Services such as Connect Parenting, New Directions, New Directions for Women, Trauma Art Therapy Group, Balanced Parenting and MyTween

41

Total service units provided (Direct and Indirect). This is 107% of contracted hours (FDRP) and 108% of contracted hours (Youth Services)

14,104.25



Puppets & Empathy:
CCRR winter event



Metis community engagement



Breakfast with Santa- CCRR

FAMILY PLACE & CCRR

CCRR Stats

- 20** Community visits
- 55** Community referrals
- 238** Childcare referrals (new)
- 45** Affordable childcare benefit assists
- 398** Library borrowing
- 38** workshops offered
- 13** courses offered
- 28** events

Family Place and Child Care Resource and Referral (CCRR) saw a total of **6,953** visits- comprising of **3247** adult visits and **3706** children visits- through various programs such as:

- | | |
|----------------|-----------------------|
| NatureWorks | PlayWorks |
| Mother Goose | Nobody's Perfect |
| Baby Steps | Toddler Time |
| Infant Massage | South Asian Parenting |

Drop-ins and NatureWorks saw **2,187** adult visits and **2,867** children visits in 2022-2023 for a total of **5,054** visits. This is an increase of 108% in the case of adult visits and 100.9% child visits since previous fiscal year.

There were **189** unique adults (of which 23 are dads) that use Family Place Programs and **221** unique children that use Family Place programs. This is an increase of 42% in the case of adult visits and 12% child visits since previous fiscal year.

Settlement

In March 2023, the Settlement team hosted their **first in-person community World Café** at the Copper Hall in Mission. Various families and community members attended; they were welcomed into the community and received helpful insights from our key speakers:

- Executive Director: Nate McCready
- Program Manager: Shawn Boulter
- Program Coordinator: Puneet Bhasin and other
- professional attendees from Work BC, Fraser Health, Mission School District and Mission Parks and recreation.

The Settlement team additionally met with Mandy Sadhra of the Mission Public School District, who taught our **Spring Literacy Camp** which was attended by 25 people with a combined 7 different languages from kindergarten to grade 12.

Our Main Office building also hosts **Language Instruction for Newcomers to Canada (LINC)** classes that are conducted by Archway Community Services.



Client Feedback

"Hello. I would like to note the highly professional and efficient work of the Settlement team. This team is attentive to details, quickly finds solutions to all issues and assists in the preparation of complex requests and reports for the government. Takes care of mother and minor child. Provide activities for the child during spring break. Help with moving to a new place. Contacts the immigration service at our request. Accompany filing monthly financial aid reports and 2022 tax returns. Individual assistance and job placement advice. There is no limit to the kindness and care that my family and I receive from this team. Always very attentive, polite, take responsibility, and live up to expectations. Great job!"

Seniors



20

Individual participants in **Social Prescription**

53

New participants in **Better at Home**

152

Unique **Better at Home** participants

547

Individuals availed services from our **Tax Clinic** this year.

A 20% increase from last year.

MCSS Volunteers served for a total of **614** hours covering various services such as Transportation, Friendly calling, Grocery shopping, Meal delivery.

EMERGENCY SHELTER

57

Total Beds

170

Individuals Served

1,480

Total Stays



DIAMONDHEAD HOTEL

This location is being operated by MCSS as a temporary shelter. The 32 rooms had a total occupancy of **358 adults** and **51 youth/minors**.

9 events were organized throughout the year by Staff.

4 clients graduated from the Program.

EMERGENCY WEATHER RESPONSE

EWR was opened from October to March.

Despite the capacity limitations, all individuals were able to come into the shelter, warm up, eat, and have a hot drink.

SUPPORTIVE HOUSING

We provide quality services to our clients through:

- 24*7 Staffing
- Daily hot meals
- Case planning and management
- In House life skills and social groups
- Referral services
- Pyschiatric support services

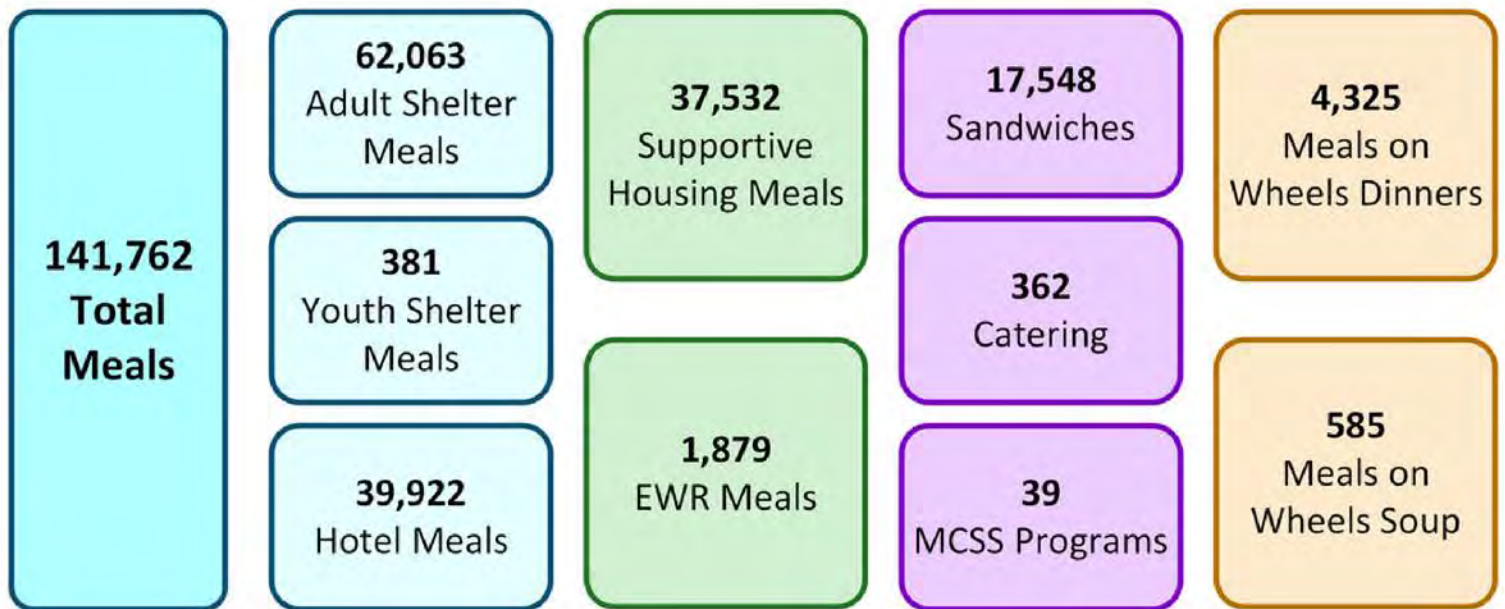
A total of 14 events were organized throughout the year by Supportive Housing Staff such as Baking, Arts and Crafts, Barbeque, Board Games, Breakfast Club, Gardening, Selfcare and Spa, Naloxone Training, etc.

MCSS Supportive Housing has 44 rooms and served a total of **562** individuals.

11 programs were running to support the residents with meeting their goals.



Food Services



Food Center

As of March 2023, people are invited to enter the Food Center and clients can shop for themselves.

Staff process their hampers based on the permissible limits for their family size. This helps promoting autonomy and dignity while accessing services through the Food Center.

Many Food Center clients have shared that they enjoy the new shopping system.



The need for donations is higher than ever. We are grateful to the community for their generosity and ongoing support to the Food Centre.

COMMUNITY OUTREACH



MCSS offers a variety of peer support and outreach services to individuals of all ages in Mission who are struggling with, or recovering from, substance use issues.

Homeless Prevention Program (HPP) and Homeless Outreach Program (HOP)

246 low income individuals received rent subsidy through our Housing and Homeless Prevention Programs
\$107,040.69 was disbursed as rent supplements and/or subsidy
24 clients secured Housing under HPP
7 individuals received rent subsidy under HOP

Harm Reduction

37,140 syringes distributed
1,173 Naloxone kits distributed
20,921 individuals served
430 community engagements

250 sweeps conducted by staff leading to collection and safe disposal of **45,022** discarded needles/pipes/sharps etc.

Adult PEER Program

94 participants
\$13,600 given to participants
121 bags of garbage collected

16,653 syringes distributed
768 Naloxone kits distributed
5,194 discarded items collected and disposed safely

Youth PEER Program

36 participants
\$29,248.5 given to participants

109 bags of garbage collected
245 discarded items collected and disposed safely

HUMAN RESOURCES



Total Employees
(Union + Exempt)



38

Job Postings



45

New Hires



1

Retirement

Navigating towards our Strategic Goals (2022-2025)

Deepening the Employer Brand and Profile: A brand that is well known, attracts top talent, and is aligned with stakeholders and the community.

- ✓ We use internal resources (e.g., staff, volunteers, Board) to provide education and enhance connections within and outside of the community of Mission.
- ✓ We will build and refine a robust, user-friendly, and innovative website that showcases MCSS' personality and offerings.

Under the strategic directive of deepening our employer brand, our HR Manager, Tammy Rutledge, spearheaded a significant advancement by launching an engaging Careers Page on our website. This dedicated platform serves as a captivating window into our organization's ethos by communicating our values and culture. This strategic move not only enhances our brand's appeal but also fortifies our commitment to transparency by seamlessly communicating growth opportunities and attracting top-tier talent.

Olena's Story

*New life:
chapter 1*

Olena and her children moved to Canada from Ukraine due to the war. She met our Settlement Team at the World Cafe and they checked in with her shortly after the event to offer support. At the time, she was living at her sister's place in Mission, taking English classes and preparing her resume for a job search. Puneet (PC1 at MCSS) referred her to our Careers Page and helped her with the application. She has been employed at MCSS since March 2023; enabling her to start a new life chapter since the tragic war that uprooted millions of people from their homes.

Now, Olena lives independently and looks forward to supporting others through her role within MCSS.

RECOGNITION OF SERVICE

MCSS thanks our Employees for their years of dedicated service.



Shiloh Wozney
Family Services



Willis Otanga
Family Services



Sylvia Hopkins
Family Services



Employee Name	Department	Years of Service
Deana Moreau	Administration	16
Kathleen Wong	Administration	15
Jeffery Arnold	Housing and Shelter	13
Bryon Kelly	Property Management	12
Michelle Viala	Housing and Shelter	12
Gail Coutu	Housing and Shelter	11
Tanya Konings	Housing and Shelter	10
Ashley Buchanan	Family Services	7
Shawn Boulter	Family Services	6
Jeannette Auger	Housing and Shelter	5
Erin Barber	Community Outreach	5



Congratulations to **Karen Weston** on her Retirement!!



COMMUNITY RESOURCES



Our Community Resources team is actively engaged in Fundraising Initiatives such as "The Amazing Race" and "Christmas Bureau"; Volunteer Recruitment and Engagement, Branding and Promotion as well as Community Events such as International Women's Day, Youth Week etc.

Mission Community Services Society Celebrates 50 Years in 2022

MCSS was launched in 1972 by Glen Barkman and Barbara Wightman. Both founding members were committed to providing more effective and newer service programs that best serve the needs of our community. Since its inception in 1972, Mission Community Services has maintained a focus on helping fellow community members who need assistance to cope with the realities of life. Today, more than 95 staff and 170 volunteers provide services to families, seniors, youth, newcomers, individuals on low incomes and those with diverse abilities.

In the coming years, MCSS plans to work on expanding their programs and partnerships in the areas of mental wellness, seniors and settlement services and strengthening relationships with Indigenous communities.

We extend our heartfelt gratitude to all the dedicated volunteers who have selflessly given their time, energy, and passion to support our mission.

Your willingness to lend a helping hand, share your skills, and contribute to the betterment of our community makes a remarkable difference in the lives of those we serve. With your invaluable contributions, we have been able to uplift individuals, families, and neighborhoods, and create positive and lasting impacts. Thank you for being the driving force behind our efforts and for embodying the spirit of compassion and community.

Your generosity continues to be the cornerstone of our success, and we are immensely grateful for your continued partnership.



CHRISTMAS BUREAU

MCSS acknowledges everyone for their donations in cash, kind, time and effort! We thank you for the ongoing support and patronage.

Raised \$184,976

for the Mission Food Centre and Christmas Bureau exceeding our target of \$160,000

587

families and seniors received Christmas Hampers

726

children received toys

683

hours of Volunteer Service





PROPERTY MANAGEMENT

Location wise projects

Supportive Housing

- Lounge painting completed.
- Brave button system installed and working.
- Commercial vents cleaned.

Diamondhead Hotel

- Annual fire deficiency repairs completed.
- 23 Rooms were renovated.
- Youth OPS structures installed.

Emergency Shelter

- Annual fire deficiency repairs completed.
- Heating issues resolved

Main Office

- New office door numbers installed.
- FOB system reprogrammed.

MyHouse- Proctor St

- Flood cleanup.

Total tickets completed = 879



At Mission Community Services Society, our central tenet is to build a resilient, inclusive, and thriving community for all, where we are **Helping People, Changing Lives and Building Community**.

We have been proud to serve our local population for over 50 years, ensuring our community has access to essential services and opportunities.

We are excited to share with you some remarkable opportunities that can help enhance the quality of life for some of our citizens:

1. Employment Opportunities:

- **MCSS Employment:** We have new programs and new positions opening in the next 6 to 12 months. We aim to hire locally providing individuals with meaningful employment.
- **Volunteer Opportunities:** For those looking to give back and gain valuable experience, MCSS has a myriad of volunteer roles across our various programs. Join us in making a difference in our community.

2. Housing Initiatives:

- **Affordable Housing Solutions:** We understand the significance of a safe and stable home. MCSS works with various stakeholders to provide affordable housing solutions for individuals and families. In the coming year we will be working towards more housing solutions in Mission.
- **Emergency Shelter and Transitional Housing:** For those facing homelessness or uncertain housing situations, MCSS offers short-term and transitional housing assistance, ensuring everyone has a roof over their heads. We will continue in our efforts to improve these services.

3. Family Services:

- **Family Place:** Our dedicated professionals offer various programs to strengthen families, from counseling services to educational workshops. We are looking towards expansion in our childcare programming.
- **Child & Youth Services:** We believe in nurturing the future of our community. MCSS provides support services tailored for the unique needs of children and young adults. We are dedicated to maintaining this work.
- **Senior Services:** Our elder community holds a special place at MCSS. We offer programs that cater to their wellness, social connectivity, and independence. We will continue to investigate our community in the coming year for service gaps with a purpose to fill those gaps.

Mission Community Services remains a fluid and committed organization tackling community issues as they arise. As we look toward the coming year we will stay committed to the people of Mission BC and hope you are able to join us in this journey.

Yours in Service
Nate McCready

OPPORTUNITIES

For complete program details,
volunteer and donation
opportunities, visit us at
www.missioncommunityservices.com



MAKING
A BETTER
WORLD



DONATE

BECOME A VOLUNTEER