



MISSION
COMMUNITY
SERVICES

ANNUAL REPORT 2019/20





United Way
Lower Mainland



DISTRICT OF
Mission
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FISCAL YEAR 2019/20

The vision of Mission Community Services 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.

“Helping People, Changing Lives, Building Community”

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.



LEADERSHIP

Mission Community Services Society has seen another year flash by - a year of both challenges and opportunities. 2019/20 has been busy, exciting and productive. We have also been required to think outside the box as we have coped with the COVID-19 experience.

We welcomed a new Executive Director, Michelle Puffer. The Board continued to sharpen its focus on existing programs, initiated new ventures, consolidated finances and has worked on becoming more inclusive. We are well placed to continue planning our future directions through coordinated and cohesive processes.

Sincere thanks go to our Executive Director, staff at all levels, volunteers, Board members, Society membership, and those we serve for their efforts, perseverance, patience, and imagination. We have all dared to dream and the Society is all the stronger for that. Many thanks also go to the Society for providing to me the opportunity to serve as President. It has been both an honour and a privilege - working with such a diverse group of caring and talented people has been gratifying and inspirational.

We look forward with anticipation to our future as we enhance the lives of our clients and grow our programs. We have, in fact, embarked upon the course of meeting the challenges and opportunities of helping people, changing lives, and building communities. These lofty goals are being pursued by dedicated members of the Mission Community Services Society as we continue the task of enriching the lives of the people we serve.

As we move into next year, it will be important to remember challenges are what make life interesting and overcoming them is what makes life meaningful. A major ingredient in our endeavours is kindness. In the words of Lao Tzu, "kindness in words creates confidence, kindness is thinking creates profoundness, kindness in giving creates love" - Dare To Dream!

R. D. (Bob) Ingram, President
MCSS



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
Sharon Crawford	Director
Ian James	Director

MESSAGE FROM THE EXECUTIVE DIRECTOR



There have been many changes with Mission Community Services Society (MCSS) and, in fact, the world, since the last Annual General Report was released. Most significantly, MCSS has seen a change in leadership as long time ED, Sanjay Gulati, departed in May 2019 and I started in August of the same year. The world has seen the onset of COVID-19, which has changed the way that every single one of us functions, both individually and as organizations.

I am so proud of the work done by the staff and volunteers of MCSS this past year. We have all come together to support the community of Mission, most especially when COVID and the ensuing restrictions were put in place in BC in March 2020. While we had some programs that slowed or shut down, we had others that saw an increased demand, specifically with Seniors and Housing.

Our Housing program opened a Capacity extending shelter to meet the needs of the homeless in our community. In addition, we providing a small overnight youth shelter out of Proctor House. Our Food Centre moved next door to its own space, out of the shelter building, providing a more functional and efficient space for the food centre and giving the shelter the space it needed to expand. The MCSS Senior's Department took on the BC211 line for the area covering Pitt Meadows to Hope and we were able to expand our services to this population and provide greater assistance to those seniors who were stuck at home.

These are but a few of the examples of areas our staff stepped up to meet demand. MCSS has a dedicated and responsive team, supported by a Board of Directors who truly care, that has a heart to serve our community.

As we look to the next year we have a number of exciting projects coming up and remain committed to providing the best service we can, on behalf of our funders, in all the areas under our purview.

I am grateful to be part of an organization that believes in their vision - Helping People, Changing Lives, and Building Community.

Michelle Puffer, Executive Director
MCSS

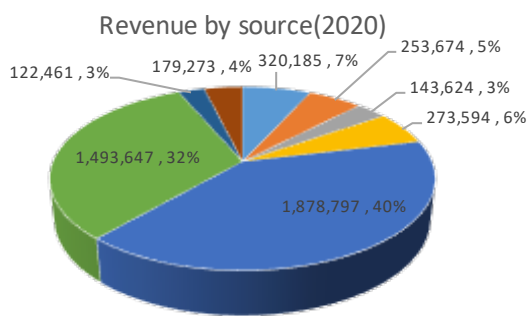
FINANCE REPORT

ANNUAL REPORT 2019/2020

Financial Highlights

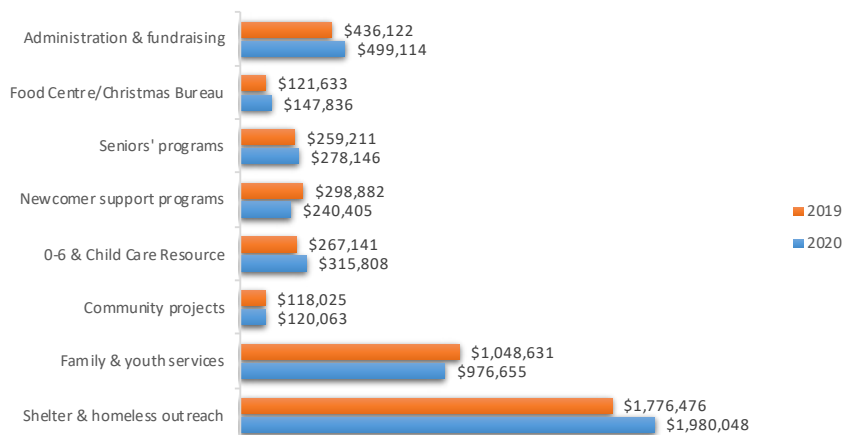
	March 31	2020	2019
Assets			
Cash and restricted cash	\$	1,890,128	\$ 1,539,239
Other current assets		111,326	141,753
Capital assets, net of amortization		749,116	791,921
Other long-term assets		3,650	3,650
	\$	2,754,220	\$ 2,476,563
Liabilities & Deferred Contributions			
Payables and other accruals	\$	448,765	\$ 431,688
Deferred contributions		690,797	486,059
Deferred capital contributions		253,992	275,843
Loan payable		195,402	224,890
		1,588,956	1,418,480
Net Assets			
Invested in capital		299,722	291,188
Internally restricted		296,662	230,756
Unrestricted		568,880	536,139
		1,165,264	1,058,083
	\$	2,754,220	\$ 2,476,563

	year ending March 31	2020		2019
Revenue				
Provincial contracts and subsidies	\$	3,262,267	73.6%	\$ 3,074,635 69.4%
Federal contracts and grants		331,755	7.5%	410,222 9.3%
Fund development		320,185	7.2%	210,817 4.8%
Other contracts and grants		267,599	6.0%	264,513 6.0%
Tenant rent contribution		253,674	5.7%	234,987 5.3%
Fees for services		106,104	2.4%	115,817 2.6%
Community gaming grants		64,300	1.5%	58,000 1.3%
Interest income		37,520	0.8%	30,800 0.7%
Deferred capital contributions realized		21,851	0.5%	30,081 0.7%
		4,665,255		4,429,872
Expenses				
Personnel and related costs		3,221,969	70.7%	2,987,737 69.1%
Facility costs including mortgage interest		374,598	8.2%	307,306 7.1%
Client support costs		341,773	7.5%	331,578 7.7%
Program support costs		288,718	6.3%	332,858 7.7%
Contracted services		217,003	4.8%	262,079 6.1%
Amortization of building and equipment		42,805	0.9%	54,394 1.3%
Staff development		29,731	0.7%	24,738 0.6%
Fund development		24,222	0.5%	14,195 0.3%
General administrative expenses		17,255	0.4%	11,236 0.3%
		4,558,074		4,326,121
Excess of revenue over expenses	\$	107,181		\$ 103,751



- Donations and fundraising
- Fees for services and other
- BC Housing shelter and outreach contracts
- Other provincial and federal grants
- Tenant rent contributions
- Gov't Canada settlement programs
- Ministry of Children & Family Development
- Other contracts and grants

Resource Allocation





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 2021.

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

Highlights of Services, Clients, and Volunteers



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

SENIORS

Mission Community Services Society offers a wide array of services to assist older adults living in our community with simple day-to-day tasks so they can continue to live independently in their own (or rented) homes and stay connected to their communities.

Mission Better at Home, Active Aging Program, and Social Prescription Program are all funded by the United Way of the Lower Mainland and the Province of British Columbia.

Social Prescription, a Pilot Program

Sandra Elliot, a Mission Better at Home Client is 68-years old and has been a resident of Mission for many years. She enjoys living in Mission because of the small knit community. Sandra started to use the program in September of 2019 because her doctor referred her to the program to get connected to physical activities, nutrition and food programs, and social programs in the community. One specific way that the social prescription program helped Sandra was connecting her with volunteers to help with the moving process as she was finding the process of moving to be very overwhelming, she felt very embarrassed that she needed help to move. By being connected with volunteers, she was able to finish the rest of the packing and the cleaning on her own. The part that Sandra found the most surprising is how non-judgmental the staff and the volunteers are. The Social Prescription Program also motivated her to get out and participate in community programs. By being involved with MCSS and the Senior's



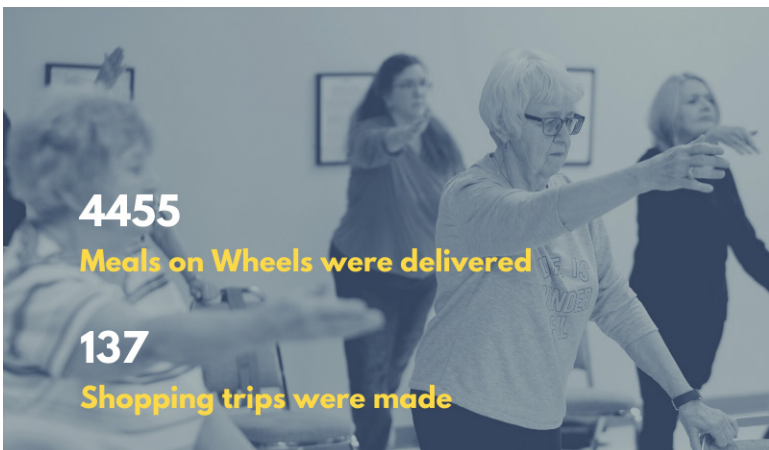
department, Sandra feels like it is time to give back and wants to volunteer in the community. She saw how great the Food Centre is, and wants to give back by volunteering there.

Social Prescription is a Doctor-based Referral Pilot Program funded by the United Way of the Lower Mainland, where a Senior Community Connector will connect seniors to appropriate community or volunteer programs and services that help improve their wellness.

Active Aging Program Helping Senior's Balance

Don and his wife began attending chair yoga classes at the Seniors Centre, a program run by Mission Community Services Society and supported by the United Way of the Lower Mainland through the Seniors Active Aging program. "I find it's done a great deal for my balance and flexibility," he says. "It's relaxing too." Regular workouts at chair yoga have improved his balance but also gave him more freedom to practice ukulele with other seniors in the neighbourhood. Programs like Active Aging provide an opportunity for seniors to create new support systems and enhance their sense of purpose.

Donors create a big impact on supporting our programs. "Without this funding, I don't believe we'd be able to provide a program this robust," says Raman, Program Coordinator with Mission Community Services Society. "Thank you for allowing seniors to be active," she expresses.



HOUSING & OUTREACH

Through BC Housing, Mission Community Services Society runs the MCSS Emergency Shelter, Rivendell Second Stage Housing, Extreme Weather Housing, and the Homeless Outreach & Prevention Programs. This year Elks Hall was utilized was utilized to set up extreme weather beds and provide accommodation to those who are homeless during severe weather conditions. Our dedicated team of Support Staff and Outreach Workers work with each of our clients to identify needs, and connect individuals with professional supports, including primary care, addictions treatment, housing referrals, and mental health support.

“MCSS Housing Program saved my life, she said, there is no doubt that I would not be here today if it wasn’t for the supports at MCSS.” - Jackie, MCSS Housing Client

Jackie had been struggling with an alcohol addiction and was at a real bottom point in her life, when she had reached out and come into Haven in the Hollow, which is our MCSS Emergency Shelter. She was well over 50 years old and had lost all connection with her family and all her relationships were tarnished due to her addiction.

During her time in Haven, Jackie worked tirelessly to become sober and showed extreme strength during her journey. With support from the staff she continued her sobriety and found the courage to move to Rivendell. Jackie took part in a number of



different programming including counselling and workshops to combat the verge of poverty. There could have been multiple times Jackie could have waived, including when she had a bad accident and needed to have hip replacement, but she showed a tremendous amount of consistency and resiliency in her journey. She continued to stay sober to work on herself and fought to progress forward.

Jackie gained access to market housing, got back on her feet, reconnected with her family and created meaningful relationships with them and in her spare time, she now gives back to the community and volunteers tirelessly.

Jackie’s story teaches us that no matter what people say about “some people can’t change” it is never too late to get help and turn your life around.

Client Growth Through The ECG and MCP Programs

Luke has experienced an exponential change in his years accessing services here at MCSS. As an individual who had moved from camp to camp for many years, Luke would be considered to be 'chronically street entrenched'. Those who have lived in these conditions for a prolonged amount of time often find it difficult to transition into stable housing, while also engaging with society.

However, Luke has shown the power of strength of the individual, coupled with the availability of social services offered by MCSS. Luke has now not only found himself in stable housing through one of our housing programs but is actively working on developing himself as a key community leader here in Mission.

Before Luke sought stable housing, he demonstrated his leadership potential by joining the Mission Community Peer (MCP) Harm Reduction group. Within this group, Luke was able to aid his fellow peers in bringing awareness to overdose prevention efforts in our community. Through their diligent efforts and passion for community health and safety, this group has saved countless lives from OD related fatalities.

From there, Luke was able to help pilot the beginning of one of our most successful employment programs, the Engaged Community Guide's (ECG) program. By gaining employment with our program, Luke

was able to focus on his personal goals, such as acquiring his driver's license.

As Luke focused on his personal and professional growth through the ECG and MCP programs, the opportunity for more independent living in one of our second stage housing facilities opened up to him. Luke has now been living in stable housing and is looking to the future, a future made possible by the availability of housing and social services, and his desire to gain stability.

Stay tuned on Luke story as he continues his journey as a key leader and engaged community member in Mission. Luke's history, coupled with his friendly demeanor and can-do attitude continue to inspire our clients and members of the community at large.



FAMILY SERVICES

The Family Development Response and Youth Services Programs serve a wide variety of individuals and families over the course of every year. These programs are funded by the Ministry of Children & Family Development. We do this through our staff of 11 qualified Family Support Workers, Therapists, and Youth Services workers whose collective experience here at MCSS is about 86 years!

This past fiscal, approximately 175 clients were served. Our services are designed to elevate and preserve the integrity of children, youth, individuals and families who are struggling to overcome conflicts, trauma, addictions, anxiety, stress, and other mental health issues. Our group programs such as Balanced Parenting and New Directions especially create a safe space and gateway for parents and individuals to connect and build peer support, an essential ingredient to developing resilience.

Balanced Parenting is an attachment-based group that is targeted for caregivers of children who are aged six to preteen. It's an educational group which gives parents the opportunity to learn skills to increase their child's emotional security through connection and guidance. Many caregivers have expressed positive responses from their children when implementing the skills learned and reducing conflict.

“This is my third time in the program and each time I feel more confident



and connected and curious with my relationships (not just with my kids), so thank you!”

Our New Directions group for men is at no cost and no registration, open to all men 19 plus. It started due of the lack of support identified in the Mission community for men who are struggling with relationship issues. Topics have been about life, relationships, parenting, interests, challenges and the men work to set and meet goals, problem solve and build healthy connections. You can find New Directions on Facebook at [ww.Facebook.com/MissionND](https://www.facebook.com/MissionND)

“I enjoy the meetings, they are giving me an outlet for discussion and understanding”

Early Years

Early Years Services provide a variety of support and educational programs to support families with young children aged 0-6 years, in building healthy relationships and community networks. Programs include Family Place, Child Care Resrouce and Referral (CCRR), Toy Lending Library, Mother-Goose Program, Community Action Program for Children (CapC), and more.



“Family Place has provided a stimulating, fun and friendly, safe, learning environment for my children to play. They provide awesome support & valuable information to parents. A vital & necessary community program for all families...”

Bring your child to MCSS Family Place to paint a picture, build a castle or sing some songs, meet new friends, and learn new things. Guest Speakers, fieldtrips and Special Events are offered throughout the year. Last year programs included, “Park and Play”, “Master Chefs”, “Eating our Words”,

“Harvest Festival”, “Little Pípehò:m” and “Breakfast with Santa”.

Family Place is a place that families can spend quality time formally or informally. Family Places’ interactive program for parents, caregivers and/or their children, ages 0-6 years are grounded in the

belief that consistent positive parenting practices and secure healthy parent-child relationships are

fundamental factors in all aspects of healthy child development. We are dedicated to foster the strengths and well-being of all families. Family Place holistically supports families through the following five core areas of service:

1. Family Support
2. Play-based Learning
3. Early Learning & Literacy
4. Parent Education & Learning
5. Information & Referral

NEW TO CANADA: SETTLEMENT

Our population is small here in Mission compared to the communities that surround us, and that means more services available to newcomers from other countries. For newcomers, “The Power of Small” means personal service and no lineups or waiting lists.

From intake to organized activities, there are no lineups here. You’re not a number, and often you can be seen the same day. We provide a safe space to talk one-on-one about the topics and programs that matter to you. From the language sessions offered in our building to key information about Canadian, culture. Plus: community events, or topics like Citizenship, banking, housing and transportation.

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. After advocacy including the “all are welcome here” campaign by the MCSS Local Immigration Partnership, the District of Mission has updated its website with welcoming information on those new to Canada indicating that “everyone is truly welcome here.



Youth Community Project: Care Packages for Homeless Youth

The New to Canada Youth Group planned, sourced, created and distributed forty welcome/ care packages to at risk youth who attend the Mission Youth House (MY House). This is a safe place where at-risk youth go for basic needs; meals, laundry and shower services. A team of 12 members distributed the packages - including hygiene products, socks, snacks, water, and inspirational hand written notes - to the Mission Youth House.

The responses from the team was somber, a sense of sadness they could not do more, but happy they could help. they learnt that the MY House sees approximately 35 to 40 youth per week. Some with nowhere to live and no food. Mission Youth House staff were very appreciative of the care packages and gave the youth a tour of the facilities. The group paused for a photo session to commemorate the event - Youths New to Canada helping those homeless in Canada.

The planning and execution of these projects gives the teens hands-on experience in taking responsibility, working as a team, serving others, developing a vision, tackling tough assignments, doing research, inspiring each other, and sticking to their commitments.



Watching these youth as they volunteered and packed these items was a sense of pride for me, to see young people ages 13 to 18 taking responsibility and choosing to give back to their community.

CHRISTMAS BUREAU & FOOD CENTRE

Christmas Bureau

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. This year 2681 adults and 1470 children were served. 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, Teen 4 Teen Fundraiser, Mission Fire Rescue donation drives, the Silverdale Nightmare Haunted House, West Coast Express Santa trains and private business efforts all helped make the 2019 campaign special.

Food Centre

For as long as Mission Community Services has existed, its Food Centre has actively served in feeding those who are hungry. Now four decades later, the centre is creating pre-made hampers, bags of food containing soup, canned fruit, vegetables and tuna, pasta and pasta sauce for its clients as staples. This year the Food Centre has delivered a total of 1480 food hampers. This would have not been possible without our incredible volunteers who served a total of 4442 hours this year.



“I grew up in Mission and went to SFU. My dad was a teacher in Mission and my mom taught in Abbotsford. I should have done really well in life, but I didn't. When life got tough I turned to substance use and lost everything; I was married, had a son, and a house. I came back to Mission to get my life back on track. Coming to the Food Centre, not only did I have access to the food help, but also having the ability to get support from the volunteers and other clients helps. With the support of my parents, the Food Centre, Mission Community Services and Fraser House my life is better and I will soon be in a position to be on my own and have my son back.” –Client, Food Centre

COMMUNITY ENGAGEMENT

We want to thank all our donors, volunteers, and our very generous community for making this a successful year and forwarding our collective vision of - Helping People, Changing Lives, Building Community. Here are a few highlights of our community events from this past year:



A Mardi Gras theme was featured for the Seniors Lunch With A Bunch, a monthly lunch event that serves up hot food and good times at Carrington House on Seventh Ave.



Community Kitchens working with our Outreach Team at the MCSS Main Office, serving those in need.

**MCSS staff and volunteers at
Diwali: Festival of Lights
held at Clarke Theatre in
October 2019.**



**Mission Fire
Rescue Service
out with
volunteers for
its Mission Food
Centre Santa
Food Drive.**



**Along with Mission Sunrise
Rotary Club and District of
Mission, MCSS helped pack and
deliver backpacks to families for the
Summer Starfish Program.**

Family Place Summer Programs includes “Stories and Songs with Elspeth” at the Park.



Extreme Weather Response Shelter provided temporary accommodation to those who are homeless during severe weather conditions at Elks Hall this year.

Annual Christmas Bureau Golf Tournament took place on May 10th, 2019 at the Mission Golf & Country Club. It was another success with over \$4,000 raised.





MCSS

**MISSION COMMUNITY
SERVICES SOCIETY**

MAIN OFFICE

33179 2nd Avenue, Mission, BC

PHONE

(604) 826 - 3634

FAX

(604) 820 - 0634

EMAIL

info@missionmcss.com

WEBSITE

www.missioncommunityservices.com

Connect on Social Media



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