

MISSION

Community Services Society



2013 ~ 2014 Annual Report

www.missioncommunityservices.com

Who We Are

In 1972, Mission Community Services Society (MCSS) began by providing a workshop activity centre, emergency transportation service, meals on wheels, and family life groups. As the needs of the community became more evident, other programs were created including an emergency baby-sitting service, parents anonymous, and tutorial services.

Today MCSS continues to deliver essential services to children, youth, seniors, families, those who are homeless, people new to Canada and the working poor.

We are committed to building inclusive and healthy partnerships and supporting and empowering people to become contributing members of our community.

We are a team of professionals dedicated to our mission

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



Vision

Mission Community Services Society builds inclusive and healthy partnerships and supports and empowers people to become contributing members of our community

Values

- Respect for every person
- Accountability
- We serve people with compassion care and confidentiality
- We conduct ourselves with professionalism, integrity and objectivity

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Commitment to Excellence



carf INTERNATIONAL

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 2012.

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.

Board of Directors 2013-2014



President/Chair of the Board : Bob Ingram

Vice President/Chair: Roger Dowker

Treasurer: Sean Melia

Directors

Abe Neufeld

Marilyn Macdonald

Sonia Sharma Dherari

Danny Plecas

Joan Maclatchy

David Sheach

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Volunteers



Volunteers are the heart and soul of *Mission Community Services Society*.

Every day our volunteers make a real contribution to the lives of hundreds of people living in Mission. A sincere THANK YOU to everyone who partners with us by volunteering to make a difference in the lives of others. We're making a difference because of you!

THANK YOU!

Last year, our volunteers logged more than 21,000 hours.

And without their support we couldn't do the work we do. Volunteers provide valuable work hours for so many of our programs including;

- Senior's Services
- Early Years
- Multicultural Services
- Food Bank/Christmas Bureau

If you need work experience, a break from home, community service hours, or just to make a difference please come and join our team of dedicated volunteers.

We are only a call away.....604-826-3634 or email us at info@missioncommunityservices.com

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Staff

“Alone we can do so little, together we can do so much.” --Helen Keller



- 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

This past year our staff shared in an extensive consultation process of identifying and implementing a set of values for Mission Community Services Society.

The overall feedback regarding the process and implementation of our Values was positive, and staff appreciated being involved in the consultations.

At numerous staff meetings and through surveys our staff confirmed that they are a dedicated team, working together to help people, change lives and build our community.

Family Services Programs

Life Skills Coaching

Reunification Services

Parent/Teen Mediation

Family Counselling

Supervised Visitation



Parenting isn't a perfect science, but neither is creating harmony in a family setting.

At MCSS we offer services that can make life at home for many families much better through counselling, mediation, life skills coaching and reunification.

MCSS also provides drug and alcohol intervention services for families and children in care of the Ministry of Children and Families, and to families at risk of their children coming into care. These services provide improved functioning, stability, maintain family unity and facilitate family reunification to have their risk levels reduced through personalized harm reduction treatment plans.

Parents who are unable to care for their children, who are involved in domestic violence, have a lack of community support or live in untenable conditions are eligible for care through MCSS.

Family outreach, therapy, parent-teen mediation, counselling, supervised visitation, ODD and ADHD support are also part of the MCSS family services package.

In addition, to assist families through periods of crisis to care for children with exceptional needs, and provide or help connect families with ancillary support systems within the community.

We work with youth in care and provides one to one or group services to assist them in achieving independence and/or support youth with their living resource. We assist

families with the reunification process as well.

We also accept community referrals from families on a case by case basis where our program has the capacity. Referrals accepted are for youth and family services, with a family focus. All the Community Referrals are limited to 6 sessions. There is no individual adult, or couples counseling available.

I've struggled with drug addiction . . . but through counselling at MCSS, I've been living a clean and sober life for over three years. My family has benefitted from this. The results of your family program are amazing.

-- JENN

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Early Years Programs

Child Care Resource and Referral Program

Government Child Care Subsidy Assistance

Toy Lending Library

Parenting in the Early Years Groups

Young Parents Group

Nobody's Perfect Program

Family Place Drop-in Program

Tree House Drop-in Program

Stay and Play for Child Care Providers

Life Skills Program



Ruth Kimber of Ruthie's PlayCare Centre says she doesn't know what she would have done without the workshops and training offered through the MCSS Early Years Programs.

They have all either helped me be a better caregiver or have a better environment program for the children in my care, says Ruth.

Focusing on young, new or low income parents, the Early Years department provides a variety of support and educational services. This department works with provincial programs, such as the Community Action Program for Children and the Child Care Resource and Referral Program. Our Early Years programs are offered at Family Place on James Street in Mission. The programs support families

with young children in building healthy relationships and community networks by providing programs and services that meet the needs of individual families, said programs manager Laura Hope.

"Our location offers a welcoming, nurturing and respectful environment where parents and children can attend together and can choose from a variety of programs that meet their needs."

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Emergency Response Programs

Extreme Weather shelter

Christmas Bureau/Food Centre

Homeless Outreach

Mission Community Services Society **Extreme Weather Response Shelter** provides temporary accommodation to the homeless when severe weather conditions make sleeping outdoors a risk to health and safety.

The shelter on Logan Avenue is put into service when the community's Extreme Weather Response plan sparks notification to a number of agencies, in particular when outdoor temperatures fall below freezing level (zero degrees).

"We put out mats in the upstairs open room and a meal is supplied to all who require the service," said coordinator Ed Cassia.

Christmas Bureau/Food Centre can bring tears of joy to those less fortunate at this special time of the year.

For decades, MCSS Christmas hampers have been filled with festive food and presents for children and adults. Gifts often are a close match to those who register their "wish lists."

Last year the bureau created 711 hampers, 360 for families and 351 for adults who are single or sign on as a couple. Total persons we served in 2013 totaled 1,574. More than 1,800 volunteer hours were donated by volunteers to ensure everyone had hampers for Christmas.

"We try to match at least one item to each person's wish list," said Christmas Bureau coordinator Phil Hope.

Donations are dropped off at the Christmas Bureau headquarters on Logan Avenue or at MCSS on

Second Avenue. The Junction supported the campaign this year by donating a satellite drop centre.

For as long as Mission Community Services has existed, its food centre has actively served in feeding the hungry.

Now four decades later the centre is creating for its clients pre-made hampers and bags of food.

Hours of operation at the food centre are 9 a.m. to 11 a.m. Monday to Thursday, and 9 a.m. to 12:45 p.m. on Fridays. Hampers can be picked up Wednesdays to Fridays, and on Mondays and Tuesdays only bakery goods and produce are distributed.

Bread is donated by Save-On-Foods, Starbucks, COBS Bread and Silverhill Bakery while vegetables are provided by the gleaners program at Ferndale (minimum security) Institution and the Mission Farmers Market.

"We also provide bakery items for Mission's school lunch programs," said Hope.

MCSS directly engages with the homeless through an **Outreach Program** which bridges the gaps and creates awareness of services available to them. Jeff Arnold works with the homeless for MCSS and says networking, advocacy and working in conjunction with the District of Mission, RCMP and Mission Friendship Centre are all part of the program. Arnold helps the homeless with advocating for benefits, with medical requirements and dealing with forms.



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Housing Programs

Haven in the Hollow

Rivendell



This client-centred program at *Haven in the Hollow* provides an opportunity for Mission's homeless to reconnect with housing and support services, and to offer temporary shelter, food, clothing and other services for 15 men and five women.

Haven, located at 32646 Logan Ave., helped some 860 people in the last year in a program contracted with BC Housing.

"The program focuses on goal planning, positive relationships, interpersonal communication skills, self-direction, life skills and socialization," said program coordinator Ed Cassia.

"The staff refer residents to appropriate resources to aide them in attaining specific goals which includes housing," said Cassia. The majority of clients are men. Half of all clients were in Mission less than a year, and about a third of them find housing after being in the 1st Stage program.

MCSS provides safe housing and access to support services at *Rivendell* for up to 44 men and women who are homeless or at risk of homelessness. The delivery of support services is guided by four principles:

1. Are resident focused and responsive to their changing needs
2. Fosters an environment where the residents' capabilities to live successfully and independently are supported

3. Maintains an atmosphere of dignity and respect for all our residents
4. Operates in a transparent and accountable manner

"We offer our residents a second chance to integrate with society, and an opportunity for them to support themselves," said program coordinator Tracy McCarthy.

Rent is \$375 per month, plus a \$30 amenities fee that cover the costs of a daily hot lunch, coffee, laundry facilities, communal cable, internet, computers, telephone and hot water.

The facility at 7755 Grand Street features private rooms with a bed, fridge and a two-piece bathroom. A large communal kitchen, and a shower room with access for those with mobility limitations, are also there.

In addition to the core services we also provide:

- access to support workers
- a variety of basic life skills workshops such as cooking, budgeting and personal hygiene
- ongoing social events and activities such as bingo and movie nights
- reference to professional support agencies and individuals

"We provide an opportunity for our residents to be part of a respectful, compassionate and supportive community," said McCarthy.

Youth Programs

Community Work Service

Conflict Management

Day Programs

Mentorship

Therapy

Transitional Housing



How you bend the twig is how the tree grows. And in mentoring and educating youth on their journey to adulthood, Mission Community Services Society and its team of youth counsellors/ outreach workers offer important intervention that can make a world of difference.

“We help change lives, reduce suffering to make a happier community through funding by the Ministry of Children and Family Development (MCFD),”

A range of support is available for an age bracket that is not always limited to those 13 to 18-years-old . When challenges arise, MCSS helps youths develop more valuable tools in their social toolbox to help them make better life choices.

When issues of substance abuse and addictions become a problem, MCSS provides key intervention services and also partners with other community service providers to help resolve critical youth

health issues before they get out of hand. Referrals are also part of the program.

The Youth response team engages a repertoire of effective programs to prepare youth for independent living, to give important assistance in suicide prevention, anger management, goal-setting and building self-esteem.

MCSS also features a youth day program, outreach for sexually exploited youth, transitional housing support, youth justice consultation and parent-teen mediation when conflict creates its own set of challenges.

Parents who share the success stories of their children who have experienced MCSS support often glow about how life has changed dramatically at home for them and their once-challenged offspring.

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Senior's Services Programs

Senior's Connection

Better at Homes

Medical Transportation Services

Senior's go Shopping

Lunch with a Bunch

Meals on Wheels

Friendly Visitor/Telephone Support

Mission Community Services has provided services to seniors since 1972.

Lunch with a Bunch serves hot food and good times on the third Thursday of every month and occasionally diners are joined by a guest speaker or live entertainment.

Meals on Wheels provides low-cost, hot, noon-time meals delivered by volunteers every Monday, Wednesday and Friday except on stat holidays. On Fridays, frozen meals are also available on order.

Each meal consists of soup and crackers, entrée, salad and dessert.

Seniors Connection is a one-stop information and referral service for seniors or anyone interested in the well-being of seniors. The centre operates on the premise that seniors need information in order to maintain their independence and live life to the fullest. Volunteers are available to the public **Monday-Friday 9 a.m.-12 and 1-4 p.m.**

Information is provided on matters of health, pensions, income tax, housing, transportation, social activities, ext. Referrals are given for trades people, seniors' housing, legal services, podiatrists, and more.

Medical Transportation Services is available to seniors and low-income families. Screened volunteers provide

transportation services from Mission to as far east as Chilliwack and as far west as Vancouver. Clients are expected to pay per-kilometre costs and parking/toll costs and a fee for appointment time exceeding two hours. Some Ministry of Housing and Social Development clients may have their costs covered when appropriate paperwork is completed.

Seniors Go Shopping provides from-home-and-back transportation to seniors who wish to shop and bank in Mission. Groceries can be picked up by volunteers and delivered to the home if clients cannot accompany the volunteer. Costs of this service are available at MCSS.

Friendly Visitor/Telephone Support Program offers seniors weekly companionship in the form of a volunteer visitor or phone call. These free visits relieve social and physical isolation through a shared friendship, preferably with a volunteer who shares the same interests.

This year we introduced the Mission **Better at Home Program** that provides non-medical services to assist seniors with simple day-to-day tasks so they can continue to live independently in their own homes and stay connected to their communities



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Settlement and Integration Services

Immigrant Settlement & Adaptation Services

Safe Harbour Program



Work on inspiring Mission to become a more welcoming community for new Canadians was a major part of project work this year in the MCSS multicultural and settlement department.

MCSS produced a comprehensive information package, complete with a 12-minute film showcasing interviews with new Mission residents from across the world who talked about their integration experiences. Through ethnic and local media, social media and word of mouth, the provincially-funded project experienced an overwhelming response.

Two hundred and fifty packages titled *Welcoming New Canadians: The Mission Experience* were distributed to businesses, schools, service clubs and stakeholder groups to create awareness on the state of local immigration. Twenty formal presentations to groups ranging from Mission Regional Chamber of Commerce and Lifetime Learning, to the local Rotary clubs and the University of the Fraser Valley helped promote the fact that one in seven people living in Mission are from a different country and the community has key programs and service providers who can help ease the jitters associated with settling in Canada.

“Awareness of Mission programs is key to making the settlement transition as smooth as possible for newcomers. With this information package, if someone asks about settlement programs in Mission, we want to ensure the answer: “*I don’t know*” won’t be necessary,” said Rick Rake, coordinator for the Mission Welcoming Communities initiative.

Federal funds for a new Local Immigration Partnership (LIP) project and department expansion was approved in early 2014 at MCSS to continue the drive to create awareness and make Mission’s immigration experience the best it’s ever been.

“A LIP council will involve nine leaders from every corner of the community, and we are excited about the outcomes a LIP action plan will have on settlement and integration in Mission,” said Rake. “The settlement department here is transitioning from provincial to federal funding and with that comes a respective learning curve.”

MCSS continues to provide a variety of immigration settlement programs, covering everything from language and life skills training to labour market assistance.

“Key to success here is providing meaningful workshops and learning experiences suited to the needs expressed by our newcomer clients,” said Rake.

MCSS also promotes cross-cultural understanding and encourages involvement of diverse cultures in social and community networks.

“We foster respect for all individuals through the provincially-funded Safe Harbour program, recognized for building recognition of the challenges faced by newcomers and diverse groups,” said Rake.

MCSS is a Safe Harbour and has been engaged in promoting its ideals for many years. Discrimination is not tolerated.

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Treasurer's Report



As the Treasurer of Mission Community Services Society (MCSS) I am pleased to report on the financial performance of the Society in the past fiscal year which ended March 31, 2014.

The Board of Directors and Management and staff of the Society are firmly committed to strong control and accountability in all financial matters. We are all charged with the important responsibility of being stewards of the resources available to provide the needed services to the community of Mission and area.

I am very pleased to report that in the fiscal year of 2014 the Society is presenting an improved financial situation from the previous year as a result of steps successfully taken to control and regularize the quality of financial management. Net revenue dropped by just short of 1.5% (\$44,121) from the previous year due to a reduction in Gaming/Grant revenue. This area of revenue is impacted by the quality of grant requests submitted. This specific revenue area was under the three year average of funds received. Government funding is the main source of revenue and it remained flat from year to year.

Effective financial management is evident in the elevated management and control which brought total expenses down by (7%) or \$282,884 over the previous fiscal year. Some of the reduction in wage and benefit expense was partially offset to an increase in contract fees i.e. an outside accounting firm was brought in to

refine and standardize our financial systems and reporting. It is important to note that the majority of expense line items decreased in 2014 versus 2013.

Programs continue to be monitored for effective delivery in reaching out to areas of the community that need support and are not compromised by the expense management now in place.

The fiscal 2014 income statement reflects net revenue over expense of \$111,855 compared to a net expense over revenue of (\$126,908) in fiscal 2013.

The Boards approved the annual financial budget and from there conducts monthly reviews to ensure adherence to the financial plan. The Finance Committee has reviewed the external independent auditor's findings and has received the expected audit opinion. Subsequently the Audited Financial Statement for Mission Community Services Society for the Fiscal year 2014 has been presented to the Board who has voted to accept the information provided.

In closing I would like to thank the Management and staff of MCSS for their fine efforts and hard work to enable the Society to succeed in the delivery of its services for now and in the future.

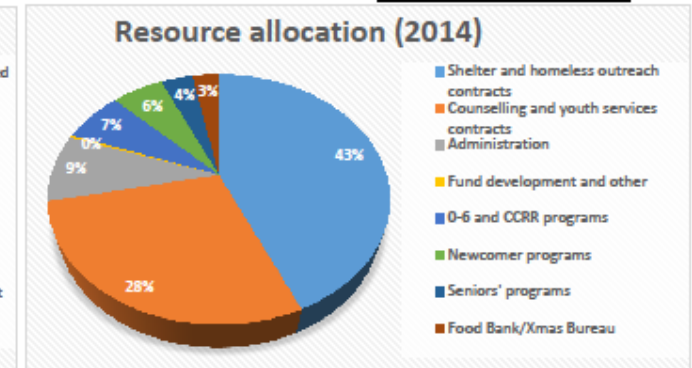
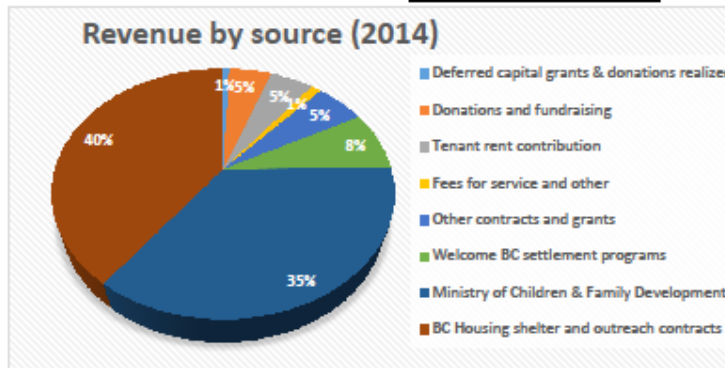
Sean Melia, Treasurer/Secretary

Financial Report

Financial Highlights

	March 31	2014	2013
Assets			
Cash and other current assets	\$	565,577	\$ 314,957
Other current assets		56,912	145,456
Land & buildings, net of amortization		939,225	983,196
Other long-term assets		3,650	3,650
		\$ 1,565,364	\$ 1,447,259
Liabilities & Deferred Contributions			
Payables and other accruals	\$	331,027	\$ 271,703
Deferred contributions		245,442	248,818
Deferred capital contributions		330,140	354,731
Loan payable		354,476	379,583
		1,261,085	1,254,835
Net Assets			
Invested in capital		254,609	248,882
Unrestricted		49,670	(56,458)
		304,279	192,424
		\$ 1,565,364	\$ 1,447,259

	year ending March 31	2014	2013
Revenue			
BC Housing shelter and outreach contracts	\$	1,496,046	\$ 1,544,440
Ministry of Children & Family Development		1,327,450	1,413,993
Welcome BC settlement programs		289,958	95,105
Other contracts and grants		209,662	295,005
Tenant rent contribution		183,738	168,281
Donations and fundraising		183,227	201,497
Fees for service and other		43,590	59,471
Deferred capital grants & donations realized		24,592	24,592
		3,758,263	3,802,384
Expenses			
Personnel & related costs		2,876,249	2,942,999
Facility costs		291,769	278,352
Program support costs		182,891	245,210
Client support costs		154,950	204,653
General administrative costs		90,682	79,335
Amortization of capital assets		43,971	43,971
Fund development		5,896	41,896
Other			92,876
		3,646,408	3,929,292
Excess (deficiency) of revenue over expense	\$	111,855	\$ (126,908)



Board Chairman's Report

"Change will not come if we wait for some other person, or if we wait for some other time.

We are the ones we have been waiting for.

We are the change that we seek"

Barak Obama

There is no question that the rebuilding of Mission Community Services has required us to make significant changes:

Changes in Operation
Changes in Procedures
Changes in Facilities

This past year, each and every one of us has had to open our minds and hearts to new realities, new paradigms, and new methods. For me, Barak Obama's quote best describes 2014 at MCSS.

The time to enhance and enrich our organization is now, and the people to do that are us. From our dedicated Board members, to management, to our professional staff, and volunteers, we have all had a hand in creating and enabling change. Why? Because the work we do, the services we provide and the comfort we offer, is all critical to the people we serve and the community we live in.

Thank you to all our staff and our volunteers for their efforts over the past year. The organization has made huge progress and that is due to your efforts and commitment. My fellow directors are to be recognized for their passion and dedication. Our planning sessions have been very productive and you

have really helped to establish priorities. Finally, thank you to the people we

serve - all of you are the backbone of our existence; and the fact that you place your trust in us is appreciated.

Helping People, Changing Lives, and Building Community is our mission and our promise. It is incumbent on all of us to deliver on that promise. The challenges and roadblocks may be significant but they are not insurmountable and the rewards are worth the effort.

We will continue to face new realities. A major one is the recognition that government funding is not only more difficult to obtain but it also comes with more accountability attached.

Governments, at all levels, are demanding excellence in return for scarce tax dollars. MCSS is capable of delivering excellence and delivering excellence is both challenging and rewarding. It is satisfying and stimulating when you are the best you can be, when you are part of a great team, and when you know that nobody in British Columbia can beat you at your game.

We have come a long way towards excellence. Let us now look ahead and seek new opportunities. We cannot change the direction of the wind but we can adjust our sails to set our course for success and satisfaction.

A heartfelt Thank You to all.

Bob Ingram, Chairman



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Executive Director's Report



In reflecting back over the past six and half months I can't help but be amazed at how far we have come. I knew the challenges were great when I stepped into the Executive Director role at MCSS last September. There was financial confidence to re-establish with funders, bridges to build in the community and a staff to reinvigorate.

I am pleased to report that together we have made significant gains on all fronts. We've turned the corner financially, we have clear strategic direction from our Board of Directors and our staff is focused and empowered to meet the needs of the people we serve with respect and professionalism.

You only have to step through the front door to experience what I am talking about. The renovation of our reception area and waiting room has attracted dozens of positive comments. And it doesn't stop there. We have worked hard to empower and support the people we serve at every level.

I feel privileged to lead this organization which has such a profound history in our district. I feel honoured to be a part of the great work we do to provide services to the community through our professional staff and volunteer team.

If your actions inspire others to dream more, learn more, do more and become more, you are a leader.
—John Quincy Adams.

As a social services leader in the community and as we reach out to rebuild our bridges, the feedback has been comforting to know we are on the right path. And we will continue this journey, joining hands with other

community organizations, and combining our resources to gain efficiencies at MCSS.

We owe gratitude to our dedicated volunteers who stepped forward to take leadership roles at our food centre, seniors and multicultural programs. Our funders have been patient and we thank them for their continued confidence in us to provide valuable services in our community.

I could not have accomplished this on my own. Our management team is strong, and extremely dedicated. We have faced and overcome many challenges in a very short time, and there will be more to come. With our combined ingenuity and experience we are building a strong organization.

I am grateful to the Board of Directors for placing their confidence in me and their tireless work to bring us all in focus and working together to be true to our vision of Helping people, Changing lives and Building community.

Thank you all for your support. It means the world to us.

Sanjay Gulati
Executive Director

We wish to acknowledge the generosity of our funding partners without whom many of our services would not be possible



We wish to thank all of our non-government and individual donors for their generous support as well. Your funds allow us to continue to provide valuable social services to our community.

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