



2020/2021

ANNUAL REPORT





United Way
Lower Mainland



Lives, Building Community

CSS



**BRITISH
COLUMBIA**

Supported by the Province of British Columbia



BC HOUSING



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

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FISCAL YEAR 2020/2021

“ Helping People, Changing Lives, Building Community. ”

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.

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

We are living through an unprecedented time where no words can accurately describe the challenges of this past year.

As the world closed down and the COVID-19 pandemic swept through our community, taking lives and stoking fear, it is staggering to me at how community members, governments and local businesses opened their hearts and wallets with such generosity and came together to meet this tragedy.

MCSS launched a *COVID-19 Plan* within days of the World Health Organization's official declaration of COVID-19 as a global pandemic. This plan addressed the urgent and emerging public health crisis to meet the needs of our community's most vulnerable residents. From March through June funds flooded into MCSS that allowed staff to secure expanded space to accommodate our homeless population, increase food security services and implement a robust support service to support our vulnerable seniors.

Meeting in person ended abruptly. I missed the casual banter before and after meetings and the sense of friendship it brings, and quickly discovered that Zoom was no longer a term used to describe how the cars raced around the Mission Raceway track, and Teams was more than a group of baseball or football players. Logging on to a Zoom or Team meeting needed to be mastered with as little frustration as possible.

As your Board chair, I am very proud of our staff and volunteers. Their support for our community never wavered. They found innovative ways to serve our vulnerable citizens and overcome adversity. It is due to their efforts that MCSS was recognized by the Mission Chamber of Commerce as the Not-For Profit organization of the Year.

To all our funders, not-for-profit partners, and others who let us share in their generosity, and on behalf of our dedicated and talented Board members, I offer my sincere gratitude. Thank you for inspiring us and for joining with us in Helping People, Changing Lives, and Building Community.

Roger Dowker

Board Chair

Mission Community Services Society



BOARD OF DIRECTORS

BOARD CHAIR

Roger Dowker

VICE CHAIR

Sharon Crawford

TREASURER

Stephen Pomeroy

DIRECTOR

Satti Grewal

Bob Ingram

Allison Jack

Laurel Martin

Brenda Shewchuk

Sonia Sharma Dherari



Message from the Executive Director

This past year has seen a variety of positive change for our organization as well as adapting to continued restrictions on and off worldwide due to COVID-19.

Due to the ongoing Pandemic, we have seen an increase in people needing access to most of our services – particularly Housing, Outreach, Seniors, Food Services, Youth and Family Support. More people than ever before are accessing services they didn't need 15 months ago. More people than ever before are suffering from poor mental health due to job constraints (whether you worked from home or on the job site), layoffs, video conferencing, community restrictions and more.

Throughout it all Mission Community Services staff and volunteers have worked tirelessly to ensure we can support and assist those in need. We have added more programs to help those that are homeless or at risk of homelessness, more youth support – either by peers or through shelter and Harm Reduction; we have changed the way we offer Meals on Wheels to provide more consistency and better value for those clients; we've formed a Neighbourhood Advisory Committee to ensure greater accountability and partnerships with businesses and neighbours around our Emergency Shelter; and hired staff to assist with Community Resources and Supports to the general Mission Community without requiring an official funder referral; and many more supports throughout the organization.

We bought a new building on 3rd Avenue to accommodate our Early Years programs, which have been nomadic over the last several years, due to loss of space where we have been leasing. Family Place, CCRR and our other Early Years programs, alongside some of our Youth and Family Support services, now call this space home and are beginning to settle in to having a permanent location to call their own. For Family Place, especially, this is a welcome move as they now will have a purpose-built space for the activities that so many families have participated in over the years, allowing us to invite so many more to join in on the fun in the years to come.

We are so thankful to partner with our funders, the City of Mission, other service agencies in Mission and all of the stakeholders we work with, in order to continue Helping People, Changing Lives and Building Community. As we look at the coming year, we know that we have even more we can offer to the community and that our vision of helping those most vulnerable remains unwavering.

I'd personally like to thank our dedicated staff and volunteers, along with our supportive Board of Directors, for continuing to give their all to serve this community. We couldn't do it without you!

Michelle Puffer
Executive Director
Mission Community Services Society

Financial Report

2020/2021 FINANCIAL HIGHLIGHTS

| | 2021 | 2020 |
|---|---------------------|---------------------|
| ASSETS | | |
| Current assets | | |
| Cash (note 3) | \$ 2,059,425 | \$ 1,820,828 |
| Restricted cash (note 4) | 66,056 | 69,300 |
| Accounts receivable | 231,749 | 84,992 |
| Prepaid expenses | 53,315 | 26,334 |
| | <u>2,410,545</u> | <u>2,001,454</u> |
| Real estate deposit | 60,000 | - |
| Investment in Realize co-op (73 shares) | 3,650 | 3,650 |
| Capital assets (notes 6) | 824,345 | 749,116 |
| Total Assets | \$ 3,298,540 | \$ 2,754,220 |
| LIABILITIES & NET ASSETS | | |
| Current liabilities | | |
| Accounts payable and accrued liabilities (note 5) | \$ 453,466 | 332,944 |
| Accrued sick pay | 137,492 | 115,821 |
| Deferred contributions (note 8) | 1,081,461 | 690,797 |
| Current portion of long-term debt | - | 195,402 |
| | <u>1,905,592</u> | <u>1,334,964</u> |
| Deferred capital contributions (note 7) | 233,173 | 253,992 |
| | <u>1,905,592</u> | <u>1,588,956</u> |
| Net assets | | |
| Invested in capital assets (note 9) | \$ 591,172 | \$ 299,722 |
| Internally restricted (note 10) | 296,662 | 296,662 |
| Unrestricted | 505,114 | 568,880 |
| | <u>1,392,948</u> | <u>1,165,264</u> |
| Commitments (note 11) | | |
| Contingency (note 13) | | |
| Subsequent event (note 12) | | |
| Total Liabilities & Net Assets | \$ 3,298,540 | \$ 2,754,220 |

Year Ending March 31**2021****2020****REVENUE**

| | | |
|--|------------------|------------------|
| Provincial contracts and subsidies | \$ 4,994,303 | \$ 3,262,267 |
| Federal contracts and grants | 257,308 | 331,755 |
| Fund development | 615,231 | 320,185 |
| Other contracts and grants | 51,177 | 267,599 |
| Tenant rent contribution | 216,289 | 253,674 |
| Fees for services | 42,525 | 106,104 |
| Community gaming grants | 69,300 | 64,300 |
| Interest income | 16,509 | 37,520 |
| Amortization of deferred capital contributions | 20,819 | 21,851 |
| Total Revenue | 6,283,461 | 4,665,255 |

EXPENSES

| | | |
|---------------------------------|------------------|------------------|
| Wages | \$ 3,824,972 | \$ 2,658,951 |
| Benefits | 763,404 | 563,018 |
| Facility operations | 466,200 | 367,646 |
| Client support costs | 438,383 | 341,773 |
| Program support costs | 351,908 | 288,718 |
| Contracted services | 80,362 | 217,003 |
| Amortization | 68,888 | 42,805 |
| Staff development | 28,138 | 29,731 |
| General administrative expenses | 16,022 | 17,255 |
| Fund development | 11,863 | 24,222 |
| Interest on long-term debt | 5,637 | 6,952 |
| Total Expenses | 6,055,777 | 4,558,074 |

| | | |
|--|-------------------|----------------|
| Excess of Revenue Over Expenses | \$ 227,684 | 107,181 |
|--|-------------------|----------------|



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.

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

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 on their own and stay connected to their communities. Mission Better at Home, Active Aging, and Social Prescription Programs are all funded by the United Way of the Lower Mainland and the Province of British Columbia.



COVID-19: Impact

We consider our successes to be the engagement of our local seniors in Mission. We attribute our success to our innovative team who found ways of providing services to our clients, who have faced multiple challenges in the past year, including technological literacy, social isolation, and decreased social networks.

Some of our greatest challenges have been technology, lack of transportation, and senior inclusiveness. Many of our seniors struggle with accessing the technology that we have needed to continue engaging with programming. We are working on identifying and developing more purposeful transportation methods for seniors in the Mission area, so that they may freely access all services that they may require. We are looking at ways to create safe and inclusive spaces for our senior clients. ■

STATISTICS



4304

Phone Check-ins

691

Meals on Wheels
Deliveries



113

Initial Contacts



508

Grocery Shop/Deliveries

Five



Virtual Visits



101

Transportation Services



12

Laundry Services

287

Senior Referrals

304

Other Services



19

Prescription
Pickup/Drop-offs

72

Volunteer Referrals

ACTIVE AGING

Sally is 89 years old and participates in chair yoga and chair exercise classes. Through these activities, she was able to gain flexibility and muscle, and can now do her own housework. Another health benefit that she has noticed is that her legs are no longer in pain, which allows her to walk around the grocery store. Sally and others have expressed their gratitude for the online proponent of our chair yoga, as classes in-person had begun to shut down. Virtual Active Aging programs allowed participants to not only gain autonomy over their bodies, but remain connected with their peers. ■



TAX PROGRAM

850 Individuals have had their taxes completed this year by our Free Volunteer Tax Clinic.

Senior client with her completed taxes (2021)

MEALS ON WHEELS (MOW)

We have grown our Meals on Wheels program exponentially over the past year. Our MOW food services have moved from a third-party source to being made in-house. As a result, we have seen a dramatic increase in MOW orders due to the diversity in meals offered. ■

MOW has experienced a 58% growth in 2021, with:

4724

Meals Distributed



1433

Soups Distributed

1045

Clients who have ordered meals



Housing

We provide quality service to our clients by:

- *24/7 staffing*
- *Case planning*
- *Referral services*
- *In-house life skills & social groups*
- *Daily hot meals*
- *Addiction Doctor in House*
- *Psychiatric support services from (Fraser Health)*

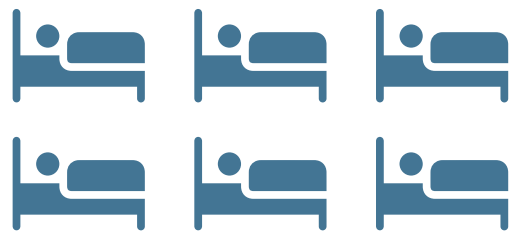
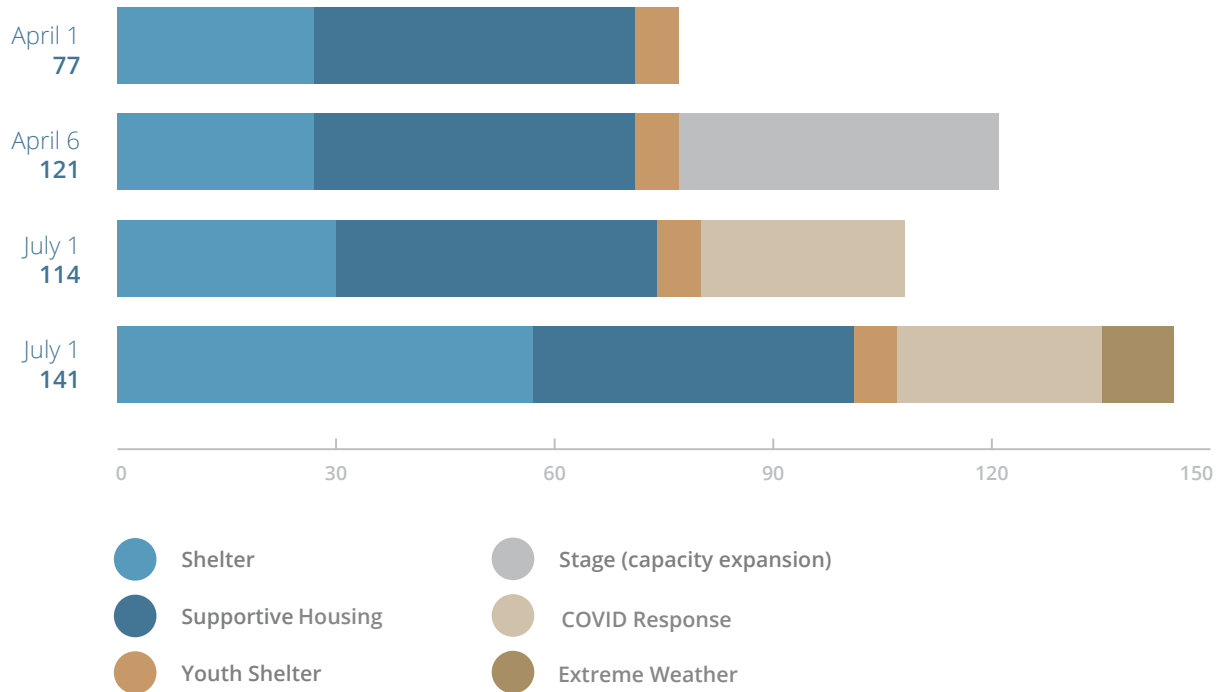
Organizations connected with:

- *BC Housing*
- *Work BC*
- *SARA for Women*
- *MRTC*
- *Friendship Center*
- *Abbotsford Addictions*
- *RCMP*
- *Literacy group*
- *Probation*
- *Home Health Care*
- *Mental health*
- *Fraser Valley University Practicum*
- *Fraser House*
- *Ministry of Social Development & Social Innovation*
- *Club House*
- *Abbotsford Sai Centre*
- *Correction of Canada*
- *Fraser Health*
- *ACT*
- *Vancouver College Practicum*
- *Mission City By laws*
- *COVID Response Team*
- *Mission rec-center*
- *BC Works*
- *UGM*
- *Literacy Group*
- *CLBC*
- *MY House*
- *Youth Unlimited*
- *Cyrus Center*
- *King Haven addiction center*
- *Mission Hope Central*
- *Positive living*



CAPACITY STATISTICS

OCCUPIED ADULT BEDS (2020)



OCCUPIED ISOLATION BEDS

July 1, 2020
6 Suites

By the end of the fiscal year, the housing programs have **increased capacity by 83.11%** with **10,546 referrals** for the year.

Shelter support workers are the backbone of our housing programs and provide front line support with help from surrounding staff and resources.



SUCCESS HIGHLIGHTS

A 37 year old female who had no contact with family for four years, just recently started talking to her brother in Alberta. Her brother alerted her mother that she was accessing our shelter. Her mother drove down from Kelowna to our shelter location as soon as she heard of the location of her daughter. Her mother arrived at our shelter, and asked for assistance and support in re-connecting with her daughter. Management spoke to our client, and helped support the two in their re-introduction after years. The both of them went for lunch together, and are actively working together on their relationship and to get her back home.

Man from Ontario sold everything he owned and came to BC on the promise of a job that ultimately fell through. This man came to our emergency shelter in search of a place to stay temporarily. Within a matter of days, this man helped support the shelter by performing acts of kindness. Shortly after his arrival, staff were able to identify his needs, and support him in finding a new job and housing. This man has now acquired a new job locally, and found independent housing from our staff.

Due to the expansion of the shelter and the addition of the hotel rooms, we were able to house four people who have been street entrenched for over five years. ■



Outreach

HARM REDUCTION: Supply Distribution



64,770

Needles Safely Disposed Of

36,200

Needles Distributed



582

Take Home Naloxone Kits
Distributed

HOMELESS PREVENTION PROGRAM/ HOMELESS OUTREACH PROGRAM

- 257 Checks were handed out to support low-income individuals with housing and homeless prevention in the last fiscal year
- \$112,475.02 spent in Rental Supplements
- 20 Community Partnerships Developed
- Three Successful Mobile Covid-19 Vaccination Clinics complete with 29 total vaccinations

With the shelter expansion, outreach was able to help shelter more street entrenched individuals and close the last remaining large camp site in Mission.



HARM REDUCTION PROGRAM DEVELOPMENTS

- Four Overdose Prevention Sites Developed
- Development of Youth specific Harm Reduction Program with acquisition of funding for additional youth support
- Development of Harm Reduction supply distribution satellite sites
- Acquisition of funding for Youth Community Garden/ Development of Youth Community Garden

SUCCESS HIGHLIGHT: Engaged Community Guide/Member Program

A member of our ECG program has come full circle in their journey at MCSS. Years ago, this individual came to the shelter in a time when they found themselves pregnant and without a place to go. After being housed at the shelter for a period of time, they left the program to treatment for their illicit substance addiction. After treatment, this individual found themselves in a space to give back to the community and make reparations for the harm they had

potentially caused others. Today, this individual can be called accountable, hardworking, and dedicated to their role as an ECG. With their drive to move on from the program, and find meaningful work, this individual has been working with the ECG coordinator on building their resume, and professionalism skillset. They are now looking forward to moving on to sustainable and long-term employment in the field of social services in Mission. ■

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.

CAPC PROGRAMS

- 47 weeks of program offered through weekly Zoom meetings, with guest speakers from all areas of community and professional support services geared towards pregnant and new caregivers. Due to reduced expenses because of the pandemic, we were able to offer nine additional program weeks, allowing us to run program throughout the summer, which was a new experience.
- 47 weeks of weekly outreach services were provided through phone, text, email, Facebook, and socially distanced in-person support. This included making referrals to Public Health and other services. In addition, prenatal vitamins, physical resources, and frozen prepared food was made available for pick-up or delivery after being quarantined.
- Food was prepared and frozen for delivery and pick-up to support good nutrition and healthy outcomes.
- There were referrals made to wrap-around supports like the Counselling, Mothers' Post-partum Depression Group, Family and Youth Support, Food Bank and other Ladysmith support services.
- Families were invited to give feedback through formal paper methods or informal verbal feedback.
- Group sessions contain information on feeding infants was delivered through Zoom.
- We strengthened our use of social medial platforms to share information and offer virtual support. This was accomplished through daily posts, daily monitoring, and marketing of the Born Healthy program and private Facebook

CCRR

CCRR also continued development on Web access to the Toy lending library and Theme Kits. CCRR offered workshops including Responsible adult, and Emergency Childcare first aid, and has been among the first to develop and offer self-paced workshops (Responsible Adult and developing a workshop on Autism). CCRR has also improved connection with the communities of Seabird Island, Chehalis and Aggasiz.



FAMILY PLACE

- 670 adults and 871 children attended Family Place Programing (1,004 adults registered, 1,231 children registered). Unique Participants included 18 dads, 98 moms and 156 children.
- Family place staff sent out 34 newsletters, received 3,212 emails and attended 70 online meetings.
- Early years programing included NatureWorks, Family Place Connect, Punjabi Parenting, Calm Connection Parenting Seminar, Calm Connection Parenting, Nobody's perfect, Mother Goose, Baby steps, and Fun in the park. Additional programs included ScienceWorks, Cooking for Kids, Artworks and Books for bedtime. Seasonal programs included Park'n Play Summer, Halloween and Harvest Festival , a modified Easter egg hunt and Pop the Trunk: Breakfast with Santa.
- Partnerships included Mission Association for Community Living (MACL) sending over "The Big Green Bus" bi-weekly to Kinsmen park to offer resources and books, and Mission Literacy in motion donating books towards free book kits for families participating in the Books 4 Bedtime program.

FAMILY DEVELOPMENT RESPONSE PROGRAM (FDRP) AND YOUTH SERVICES (YS)

FDRP/YS offered more than 4,051 direct service hours, including over 2,245 in person visits to clients and received more than 153 new service files. Groups offered in this period included the New Directions men's group and Balanced Parenting. Both groups adapted to virtual formats and engaged the community through Social Networks (Facebook and Instagram).

COVID TAKEAWAYS

In 2020-21 Family Service programing was challenged by the complexities of service provision during a pandemic. Themes of adaptation, creativity, resilience and self-care acquired new value and perspective as programing and client connection quickly adapted to online/virtual formats and social networks. In office visits were re-directed to online and social-distanced community visits. While the value of healthy connection increased, the barriers to connection appeared to increase as well. Support services through Family Place, CCRR and FDRP/YS were acknowledged by guests and clients as a comforting place to participate and experience personal growth for individuals and their children.

FDRP/YS

" I have been able to accept my situation for what it is and I have been able to forgive myself.... I'm also able to move forward in my life and I no longer feel shame around this. — Client "

BALANCED PARENTING

" Loved this group! I really liked how each week tied into each other and it all came together. It gave me a whole new perspective. — Client "

New to Canada: Settlement

This year like no other, has been a challenging year for all. Our newcomer clients, who are adapting to a new culture, and way of life were dealt with an extremely unprecedented circumstance. Like others, they were yearning for a sense of connection and community during a time the world felt isolated.

Our MCSS Settlement team was able to adapt services to ensure newcomers were able to settle into the community of Mission. These services included virtual sessions for our youth group, tackling topics such as mental well being and learning how to adapt to virtual schooling. We were able to run outdoor summer camps for elementary newcomer students, assisting with reading and comprehension abilities while having fun and exercising at the same time.

MCSS focuses on providing personal service for all our clients. This includes a variety of workshops for adults covering topics such as “Welcome to Canada”, “Budgeting in Canada”, and “Healthy Living”. This allows the ability to receive information and improve on their social and communication skills. In addition, homework and leadership programming runs throughout the year for youth newcomers. The Mission Local Immigration Partnership (LIP) continues to partner with the community to ensure newcomers are positively impacted. Ensuring the message that “everyone is truly welcome here”. ■




Over 120 Adult and kids sessions

41 New adult clients



36 New newcomer students



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Food Services

MISSION FOOD CENTRE

We saw more people, more families, in need because of the effects of COVID-19. More people were out of work this past year and we saw an increased need from people who never accessed our services before. That meant help from the community to lift our community members up was needed more than ever. ■



“

I can't even put it into words how much the Food Centre has helped me. In the past year, my health has not been well and they make sure I have what I need to try and stay well-nourished. When it became hard for me to walk, they gathered everything for me to put in the car. The service is unbelievable and I can't appreciate it enough." — Senior client at Food Centre

”

1,365.75

Food Centre
volunteer hours



200

Hampers per month
on average

425

People received assistance
each month



Community Engagement

Thank you to all the donors, volunteers, and generous community members who contributed to this year's success and helped us fulfill our mission - Helping People, Changing Lives, Building Community. Here are highlights of the last year:

CHRISTMAS BUREAU



As we faced one of our toughest years, we saw more people than ever before access our services. However, as usual, the community of Mission stepped up in unprecedented ways to ensure the Mission Christmas Bureau was able to help all who came through our doors.

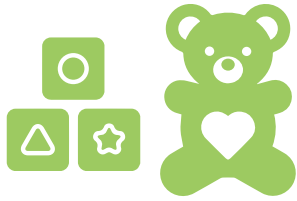
Thanks to the unwavering commitment and quick support from our community members, organizations, businesses, and volunteers, we were able to pivot our operations and provide over 600 toys to kids, and

over 450 Christmas food hampers to families and seniors in time for Christmas. The Junction Shopping Centre provided space for the Christmas Bureau. Local schools, virtual Mission Candlelight Parade, donation drives, and all the private business and individual community member efforts all helped make the 2020 campaign special. Our hearts are full of gratitude and none of this would happen without your passionate support. ■

STATISTICS

Over 600

children received toys



650+

hours of volunteer service



Over 450

families and seniors received
Christmas Hampers



Over 125

Seniors received
Secret Santa gifts



Raised \$142,000

for the Mission Food Centre and Christmas Bureau

Community Tours

In July 2020, our Emergency Shelter increased capacity in response to the growing need in the community. Community members joined our staff for tours to see the new space and learn about our programming. The capacity increase at our Emergency Shelter allows for 30 more people to access essential services throughout the year, and 11 more for life-saving bed space during periods of extreme weather during the winter months. ▶



MCSS a bc211 United Way hub

In March 2020, United Way of the Lower Mainland's Better at Home program and BC211 launched an initiative called "Safe Seniors, Strong Communities" with funding from the Government of BC. In this collaborative initiative, MCSS Seniors Department was selected as one of 24 HUBs in BC to manage this service from Pitt Meadows to Boston Bar to meet the needs of seniors during the COVID-19 crisis. Our team of staff and volunteers conducted daily wellness checks, virtual friendly visits, friendly phone calls, grocery shopping and prescription pick-ups and deliveries to help seniors stay healthy and engaged in their communities. ▶



Community Clean-up

Our MCSS Outreach team, Engaged Community Members, and Adult and Youth Harm Reduction teams held five community clean-up events last year at the Fraser Valley Conservancy Windebank Creek Conservation Area and other nearby neighbourhoods. During the clean-up four dump trucks and three dumpsters full of garbage were removed. ◀



New Mission Food Centre Location

The Mission Food Centre moved into its own building next to the shelter so that they could have a more functional and efficient space while allowing the MCSS Emergency Shelter to expand in capacity.



Feed Mission Challenge

The Mission Record, Gary Toor, and Jason Tiegen generously initiated the Feed Mission Challenge in April 2020. Our community showed incredible support to the Mission Food Centre, and we want to thank all our individual and corporate donors who open-heartedly contributed and raised \$54, 638. Through these contributions, we were able to provide our clients with pre-packaged hampers, fresh and non-perishable food, and essential supplies over the past year. ▲



Non-profit of the Year – Winners of the 20th Annual Business Excellence Awards

This past year we were honoured to receive the 2020 Non-Profit Organization of the Year Award, through the Mission Regional Chamber of Commerce Business Excellence Awards. The ongoing support of our clients, staff, volunteers, and community members is incredible, and we're proud to be recognized for the work that we do.



Volunteers

We are so thankful for our incredible volunteers who generously donate their time and talents, especially during this past year. The volunteers stepped up and continued providing support for seniors to stay healthy, connected and engaged with wellness-check calls, grocery shopping and Meals on Wheels deliveries, all while ensuring they are practicing safe physical distancing. Our Food Centre volunteers safely provided help sorting food donations and packing hampers. Through this we were able to deliver food hampers to many of those who were self-isolating during the last year.

With the help of our dedicated volunteers, we continue to provide services and support the needs of people in our community.



**82 Total
Volunteers**



**4291 Total
Volunteer Hours**



MISSION COMMUNITY SERVICES

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MissionMCSS



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