

Mission Community Services Society



Annual Report

2023-2024



33179 2nd Avenue, Mission, BC 

604-826-3634 

info@missionmcss.com 

www.missioncommunityservices.com 

We'd like to thank all our donors for their generous support



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Table of Contents

Pg No	Title
3	About Us
4	Message from the Board Chair
5	Message from the Executive Director
6	Our Impact
7	Financial Highlights
8	Family and Youth Services; Early Years and Child Care Resource and Referral (CCRR)
9	Settlement and Seniors
10	Shelter and Emergency Weather Response
11	Supportive Housing
12	Community Outreach and Harm Reduction
13	Christmas Bureau and Food Center
14	Mobile Medical Unit (MMU) and Community Resources
15	Human Resources
16	Property Management
17	Way Forward

Our Team



Our Mission

Helping People, Changing Lives, Building Community

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.

Our Values

- 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.

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.



Our Programs and Services

EARLY YEARS

- Mission Family Place
- Toy Lending Library
- Resource Lending Library
- Child Care Resources & Referrals
- Child Care Workshops & Training
- Parents & Child Drop In Programs

SENIORS

Better at Home: Non-medical services to assist seniors with simple day-to-day tasks. Services provided:

- Light Housekeeping
- Transportation to Medical Appointments
- Grocery Shopping
- Friendly Visitor/Caller

Meals on Wheels: Healthy and affordable frozen meals to seniors who are at risk of isolation, have difficulty grocery shopping, or preparing their own meals.

NEW TO CANADA

- Community Connections
- English and Cultural Programs
- Welcome BC - Assistance with government systems
- School Programs- Homework club, spring & summer camps
- Local Immigration Partnership Table

FAMILY AND YOUTH SERVICES

- Family & Individual Therapy
- Parent Education
- Parent/Teen Conflict Resolution and Mediation
- Life Skills & Development
- Supervised Access Visits
- Support Groups
- Community Support
- Youth Therapy
- Youth Life & Social Skills Development

OUTREACH

- Homeless Prevention Program
- Homeless Outreach Program
- Harm Reduction
- Engaged Community Guides
- Mobile Medical Unit

HOUSING AND SHELTER

- Emergency Shelter
- Extreme Weather Response
- Supportive Housing

COMMUNITY PROGRAMS

- Food Centre
- Christmas Bureau
- 24 Hr Homeless Fundraiser

Message from the Board Chair

Mission Community Services Society (MCSS) acknowledges that we live, work and play on the Traditional, Ancestral, Unceded and shared territories of the Stó:lō people, the Matsqui, Scowlitz, Kwantlen, and Leq'a:mel First Nations. As we move forward, may we continue to learn, honour, and support the rich cultural heritage of the Stó:lō people, the Matsqui, Scowlitz, Kwantlen, and Leq'a:mel First Nations.

It's with a mix of gratitude and nostalgia that I write this farewell message. Over the past 12 years, I've had the privilege of being part of a team that embodies our mission: Helping people, changing lives, and building community. MCSS's 52-year legacy is a testament to the unwavering commitment of everyone involved.

As staff and volunteers come and go, the organization continues to evolve, adapt, and thrive. It's a living entity—a tapestry woven with the threads of countless stories, shared laughter, and meaningful connections. Thank you for allowing me to contribute to this beautiful mosaic.

I've had the pleasure of collaborating with dedicated staff and volunteer board members who have not only guided our path but also enriched my own journey. Their wisdom, support, and camaraderie have left an indelible mark on my personal and professional growth.

And so, as I step into a new chapter, I carry with me the memories, friendships, and lessons learned within these walls. Mission Community Services will forever hold a special place in my heart.

Mission Community Services Society.... Long May It Run

Warm regards,
Roger Dowker



Board of Directors

Board Chair

Roger Dowker

Vice Chair

Sonia Sharma-Dherari

Treasurer

Clarke Olson

Directors

Jen Green

Sabastien Onyemaobi

Stephen Pomeroy

Message from the Executive Director



It is with great pride and a sense of accomplishment that I present the Executive Director's Report for the past year. Our organization has made significant strides in serving the community, achieving our strategic goals, and laying the groundwork for future growth. This year has been one of collaboration, innovation, and impact, and I am honored to share the highlights with you.

The successful fundraising efforts this year, particularly through the **Christmas Bureau** and the **24-hour Homeless Fundraiser**, have ensured that we can continue to deliver vital services to our community. We remain committed to transparency and accountability in all financial matters, ensuring that every dollar is used effectively to fulfill our mission. This year, in partnership with Mission in Motion and the Division of Family Practice, we launched our **Mobile Medical Unit**, a pivotal initiative aimed at providing essential medical services to people in remote and underserved areas. This project is already making a significant impact, addressing healthcare needs of those who otherwise would have limited access to medical care. The unit represents our commitment to reaching out to the most vulnerable members of our community. We organized a 24-hour homeless fundraiser, which successfully raised both awareness and funds for our Mobile Medical Unit. The event brought together community members, volunteers, and staff in a shared mission to address homelessness and its associated challenges. The funds raised will directly support the ongoing operation and expansion of our medical services.

We conducted an **Appreciative Inquiry** process that engaged staff and board members. This collaborative approach has provided valuable insights and a shared vision for the future of our organization. The outcomes of this process will guide our strategic initiatives for the coming years, ensuring that we continue to evolve and respond effectively to community needs. Recognizing the importance of continuous learning and professional development, we launched a "**Lunch and Learn**" series for our staff. These sessions have provided valuable opportunities for staff to engage with new ideas, share knowledge, and strengthen their skills. The positive feedback from participants underscores the importance of investing in our team's growth and well-being.

We have initiated the construction of a **new website**, designed to enhance our online presence and improve access to information for clients, donors, and partners. The new site will feature a user-friendly interface, updated content, and improved functionality, reflecting our commitment to transparency and communication. The site will be ready for launch in 2024.

This year, the Board of Directors undertook a tour of all our facilities. This firsthand experience allowed Board Members to gain a deeper understanding of our operations, challenges, and the impact of our programs. The tour fostered a greater connection between the board and the day-to-day work of the organization, strengthening governance and strategic oversight.

As we move forward, we will continue to build on the momentum of this year's successes. We will begin work on our next strategic plan which guides our priorities and ensures that we remain focused on delivering impactful services. We will also continue to explore new opportunities for innovation and collaboration, always with the goal of better serving our community.

This year's achievements are a testament to the dedication of our staff, volunteers, board members, and community partners. Together, we have made a tangible difference in the lives of those we serve. As we look to the future, I am confident that we will continue to grow and adapt, driven by our shared commitment to building a stronger, more resilient community.

We would like to express our deepest gratitude to our donors for their generous support with particular mention to the **Rotary Club of Mission Sunrise** for our beautiful greenspace on 3rd Ave.

Last but not the least, we thank all community members for the ongoing support and for being part of this journey.

Yours in Service,
Nate McCready
Executive Director
Mission Community Services Society

Our Impact

over
26,000
4,534

community members directly accessed our programs and services

community members were directed to support services through main office reception (telephone + walkin)

Events

Details

Outcome

24 Hr Homeless Fundraiser

First of its kind event in Mission. 7 community members participated in an immersive experience of homelessness.

- Raised \$16,353 towards the Medical Mobile Unit; providing medical appointments and outreach services to those in need.

Christmas Bureau

52nd annual event creating cherished memories for families and seniors facing financial challenges.

- Raised \$141,118 through donations
- A total of 596 families and seniors received Christmas Hampers; 765 children received toys.

Tax Clinic

Preparation and e-filing of taxes for low income residents of Mission

- Processed 548 files.

Community Hub Feasibility Study

Funded by MCSS, this study was conducted by Dr. Tyler Correia, PhD and is a pivotal component of the City of Mission's Community Wellness Strategy Action Item #12.

Goal of the project: To conduct a feasibility study about a central hub in Mission, which would include a review of different hub models, existing or new spaces for a hub, review various financial models and implications.

Highlights:

- In addition to a literature review, the report was informed by a public survey, workshops and focus group discussions that were conducted with Mission residents and stakeholders.
- Groups consulted in the report include families, seniors, youth (age 16-29), 2SLGBTQIA+ community members, precariously housed individuals, Indigenous community members and newcomers to Mission/Canada.
- MCSS hosted a presentation for key community stakeholders including members from City Hall. Valuable insights into the potential benefits and considerations of establishing a community hub in Mission were shared.

Outcome: The report outlines the overall process of establishment, organizational structure, potential models, functions, impacts on the local and regional community, and most suitable locations. This includes:

- Impacts for stakeholder groups: Mission residents (generally), families, youth, seniors, 2SLGBTQIA+ community, Indigenous community partners, newcomers.
- Local and neighborhood impacts—on local shops, public spaces, growth and desirability.
- Ecological impacts and considerations.



Financial Highlights of the Year Ending March 31st, 2024

Statement of Financial Position	2024	2023
Assets	CAD	CAD
Current assets	3,348,946	3,140,332
Capital assets	2,104,615	2,096,099
Other long-term assets	3,650	3,650
Total Assets	5,457,211	5,240,081
Liabilities and Net Assets		
Current Liabilities	2,630,065	2,468,854
Long term debt	785,006	831,943
Deferred capital contributions	343,195	289,330
Net assets	1,649,954	1,649,954
Total Liabilities and Net Assets	5,457,211	5,240,081

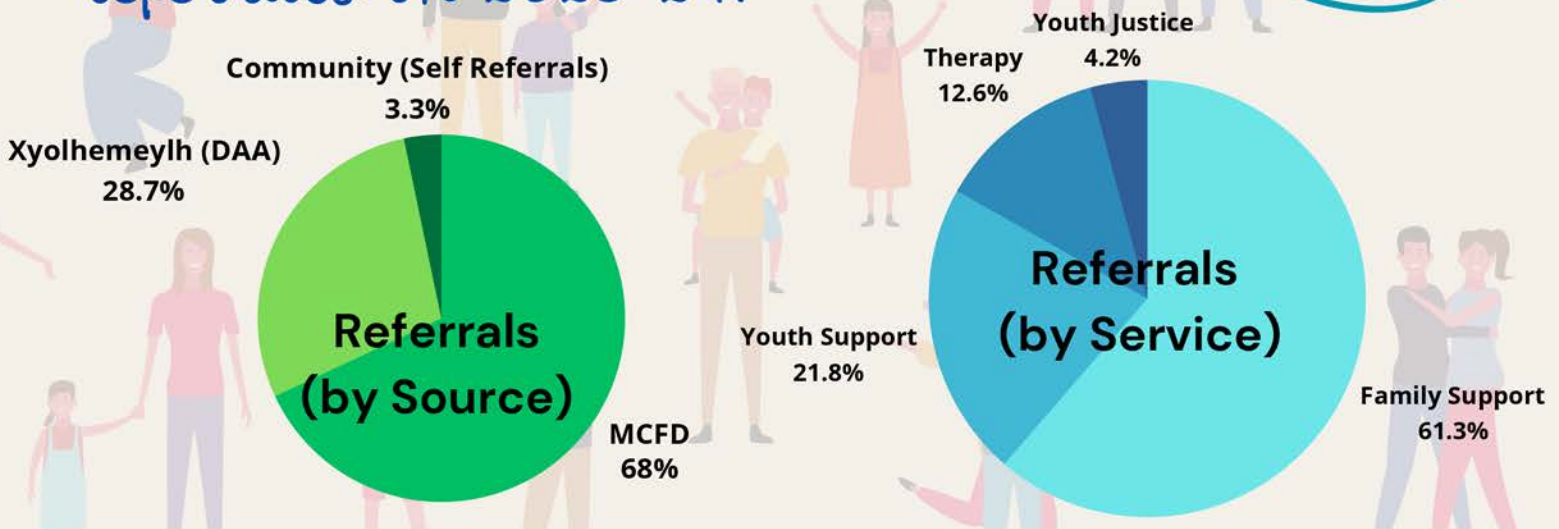
Statement of Operations	2024	2023
Revenue	CAD	CAD
Provincial contracts and subsidies	6,148,859	5,827,612
Other contracts and grants	597,122	140,665
Federal contracts and grants	374,931	236,541
Fund development	289,681	309,216
Tenant rent contribution	262,920	232,362
Interest income	148,184	94,103
Community gaming grants	43,894	65,000
Fees for services	35,247	37,886
Amortization of deferred capital contributions	79,135	35,351
Total Revenue	7,979,973	6,978,736
Expenses		
Wages	4,687,516	4,104,029
Benefits	1,134,997	875,153
Facility operations	664,336	740,352
Client support costs	597,792	526,008
Program support costs	571,188	457,593
Amortization	129,484	98,949
Contracted services	58,568	109,742
Staff development	34,115	51,617
Interest on long term debt	20,269	25,933
General administrative expenses	15,420	14,844
Fund development	17,297	5,816
Total Expenses	7,930,982	6,920,036
Excess of revenue over expenses	48,991	58,700

Family and Youth 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 2023-24 are as follows:

Our FDRP-Y&S team received a total of **122** referrals in 2023-24.



Early Years

Family Place and Child Care Resource and Referral (CCRR) saw a total of **6,858** visits- comprising of **3344** adult visits and **3514** children visits- through various programs such as:

- | | |
|-----------------------|------------------|
| NatureWorks | PlayWorks |
| Baby Steps | Toddler Time |
| Infant Massage | Mother Goose |
| South Asian Parenting | Nobody's Perfect |
| Summer Story Time | |
| Loose Parts Drop In | |

Child Care Resource and Referral (CCRR)

- 20 Community visits
- 99 Community referrals
- 302 Childcare referrals (new)
- 49 Affordable childcare benefit assists
- 416 Library borrowing
- 30 Workshops offered
- 16 Courses offered
- 56 events

Seniors Programs

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

Better at Home

Non-medical services to assist seniors 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 are provided through this program. In 2023-24,

We served a total of 28 clients and 20 new clients registered for this service

- 60** Friendly calls/visits were carried out
- 92** Medical rides were provided
- 116** Grocery shopping runs were undertaken
- 52** Light housekeeping services were delivered

Meals on Wheels

Low-cost, frozen meals are delivered by every Friday. The meal selection is curated by our in-house kitchen staff and our meals are made from the freshest ingredients available. In 2023-24, we delivered

4197 Dinners 342 Soup

Social Prescription

Connecting seniors who face multiple barriers with services and resources that aid in improving their health and wellbeing.

We served a total of 28 clients and 20 new clients registered for this service



New to Canada Programs

Our settlement team had 311 client interactions and served 137 new clients.

Partnerships Developed

- **Inasmuch Society** – Refugee claimant supportive housing.
- **S.U.C.C.E.S.S:** Community Airport Newcomers Network that provides us information on newcomers moving within the Mission area that require settlement support.
- **World Education Services (WES):** Credential evaluations for individuals who have been displaced as a result of unfortunate circumstances in their countries.
- **Immigrant Parents As Literacy Supporters (IPALS):** Partnered with the Mission school district in launching the IPALS program to assist newcomers with adapting to the school system with their pre-school aged children.
- **Archway Community Services:** Partnered to provide LINC English classes to newcomers in Mission.

Emergency Shelter

- 1549** Total stays were offered through 57 beds
- 447** Unique number of people stayed
- 609** Visits were conducted by care teams from partner agencies such as ICM, I-HART, ACT, Fraser Health, Purple Pharmacy and PCRS.
- 732** Guests were seen by health professionals
- 63** Guests were seen by Employment Assistance Workers
- 25** *Guests secured housing!*

Our Emergency Shelter offers safe accommodation as well as basic nutrition and hygiene facilities for those experiencing homelessness. Our services are tailored to help people break free from the cycle of homelessness. From advocacy and support to access to essential services like treatment, employment assistance, mental health care, and more, we guide our people on their journey toward stability.



Temporary Shelter

@ Diamondhead Hotel

- The 23 rooms had a total occupancy of **372 adults** and **69 youth/minors**.
- 15** events were organized throughout the year by Staff.
- An average of **4** programs were running each month.
- 7** *Guests graduated from the program!*

Emergency Weather Response (EWR)

Activated as part of the community's Extreme Weather Response plan, our shelter stands ready during life-threatening weather, freezing temperatures, heavy rain, strong winds, or significant snowfall.

*Activated for
nights* **67**

*Stays
Provided*

431

Operating between October 15th and April 15th, our program provides 10 beds to individuals that seek refuge during extreme weather events. Despite the capacity limitations, all individuals are able to come into the shelter, warm up, eat, and have a hot drink.

Supportive Housing

MCSS Supportive Housing Programs support individuals who are homeless or at risk of homelessness; offering a supportive environment guided by four fundamental principles:



Resident-focused support services that adapt to their evolving needs.



Cultivation of an environment nurturing residents' abilities to live independently and successfully.



Preservation of dignity and respect for all residents.



Operation with transparency and accountability.

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

MCSS Supportive Housing has 44 rooms and served a total of 514 individuals.

An average of **11** programs were running each month to support the residents with meeting their goals.

A total of 17 events were conducted throughout the year for resident engagement.

2 *Residents graduated from the program!*



We are getting bigger and better!! Our second location with 50 units at Hurd Street is expected to open in the summer of 2024!!

HOMELESS OUTREACH PROGRAM

MCSS actively connects with individuals experiencing homelessness through an outreach initiative, effectively closing gaps and raising awareness about the services accessible to them.

94 individuals were assessed by our team for Program Eligibility

71 individuals received rent subsidy under HOP

\$67,344.93 was disbursed for rent subsidies under both programs

HOMELESS PREVENTION PROGRAM

Mission Community Services Society is part of a BC-wide initiative that is aimed at providing at-risk groups with rental supplements to make renting in the private market more accessible.

684 individuals were assessed by our team for Program Eligibility.

204 low income individuals received rent subsidy

23 individuals secured Housing with subsidy.

HARM REDUCTION

38,100 syringes distributed

1,885 Naloxone kits distributed

313 individuals received Naloxone training

4,616 community engagements

710 sweeps conducted by staff leading to collection and safe disposal of **25,425** discarded needles/pipes/sharps etc.



Christmas Bureau

MCSS thanks the community members for their donations in cash, kind, time and effort! Your generosity and ongoing support helps realize our mission of **Helping People, Changing Lives, Building Community.**

Raised \$141,118

for the Mission Food Centre and Christmas Bureau

200

hours of Volunteer Service



596

families and seniors received Christmas Hampers



765

children received toys

\$27,402

worth of gift cards were distributed



50

Christmas trees were donated to families



Food Center

815 New registrations

626 Emergency and shopping hampers

1001 Children received hampers

1943 Camper hampers

571 Single received hampers

258 Daybags

44 Families received hampers

841 lbs of Donations received

1024 Seniors received hampers

791 Volunteer hours



Mobile Medical Unit (MMU)



MCSS proudly operates the "Mission in Motion" Mobile Medical Unit (MMU) donated by the City of Mission in the summer of 2023. This innovative initiative is part of our ongoing commitment to reach those who may face barriers to accessing healthcare services.

OUR IMPACT (Nov 2023–Mar 2024)

134 medical appointments with empaneled Physicians were provided in the MMU.

In addition to providing healthcare services, the MMU actively engages in community outreach programs. Our Outreach Workers offer Resource Kits, Free Bus Tickets, Harm Reduction supplies and Food Hampers at the onsite events.

261 resource kits were distributed

229 food bags were provided

270 clean supplies were distributed

48 free bus tickets were provided

COMMUNITY Resources

Our Community Resources team is actively engaged in Fundraising Initiatives such as "24 Hr. Homeless Fundraiser" and "Christmas Bureau"; Volunteer Recruitment and Engagement, Branding and Promotion as well as Community Events such as Tax Clinic, Volunteer Appreciation and many more.

In August 2023, MC&S hosted the first-of-its kind event in Mission. The 7 participants collectively raised **\$16,353**



Funds go towards keeping the Mobile Medical Unit (MMU) on the road.

24 Hr Homeless Fundraiser 2023



Tax Clinic 2024

Our tax clinic ran for 7 days in March-April 2024.

548

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

Human Resources

Our staff composition as of March 31, 2024..

111 Total Staff (100 Union + 11 Exempt)

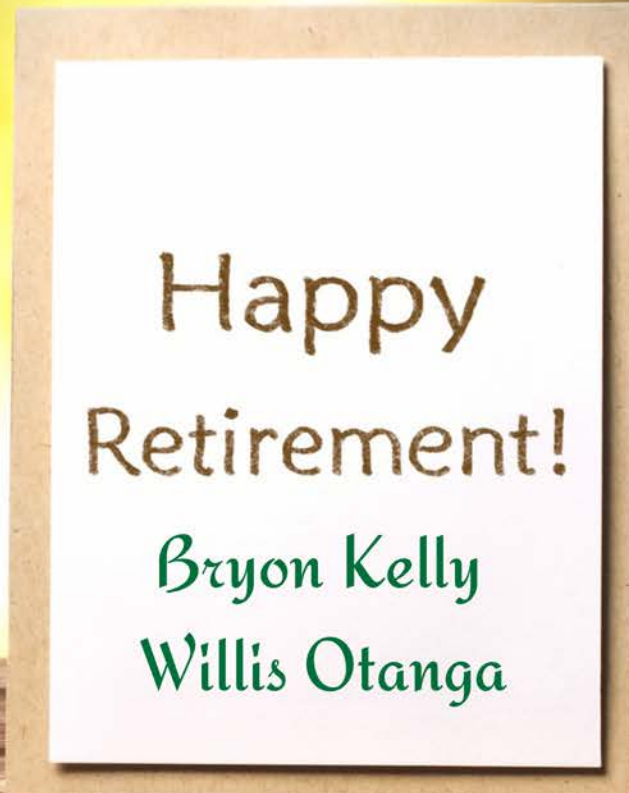
55 Job Postings **42** New Hires

2 Promotions

Thank You



Employee Name	Department	Years of Service
Shiloh Wozney	Family Services	31
Sylvia Hopkins	Family Services	22
Deana Moreau	Administration	17
Kathleen Wong	Administration	16
Jeffery Arnold	Community Outreach	14
Michelle Viala	Manager- Hurd St Housing	13
Gail Coutu	Housing and Shelter	12
Tanya Konings	Housing and Shelter	11
Ashley Buchanan	Family Services	8
Shawn Boulter	Director of Programs	7
Jeannette Auger	Housing and Shelter	6
Mary Foran	Housing and Shelter	5
Baylee Heath	Housing and Shelter	5
Jackie Stapleton	Housing and Shelter	5



Property Management

Location wise projects



Supportive Housing

- Commercial vents cleaned.
- Lighting audit.
- Commercial dishwasher installed
- Room window repaired
- FOB software upgrade
- Flood restoration (ongoing)

Diamondhead Hotel

- Completed renovations of all the rooms.
- Walkway repaired.
- Catch basins cleaned.
- Roof repaired.

Emergency Shelter

- Security features updated.
- Fire inspection completed.
- PRV replaced.
- New rental washers installed.
- Hot water tank replaced.

Main Office

- Storage room cleanout.
- Window washing.
- Fire inspection deficiencies resolved.
- FOB system upgrade.
- Front door replaced.

All Sites

- Employee key stamping.
- Van booking system introduced.
- Fire safety plans and schedules including drill schedules prepared.
- New property management software installed.
- Work phones provided to maintenance workers

Vehicles

- MMU window replaced.
- Van issues repaired.

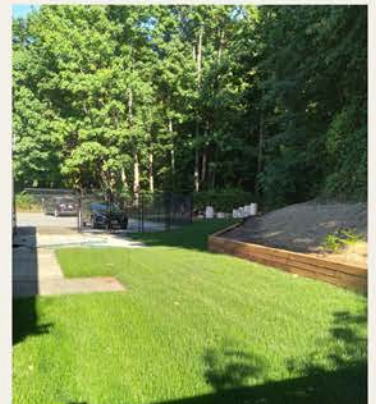
Total tickets completed = 854



Before



After



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:

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.

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 & 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.

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.



WHAT'S NEXT?

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



VOLUNTEER



DONATE



MCSS