



**Mission Community
Services Society**

Annual Report 2024-25

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We'd like to thank all our major funders and supporters



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Our People



Mission Community Services Society

Annual Report 2024-25

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Our Mission

Helping People, Changing Lives, Building Community

At Mission Community Services Society (MCSS), our work is founded on our commitment to best practices by considering the unique needs, of the community we serve alongside active engagement and collaboration with stakeholders. Striving for excellence using a strengths based approach 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.

MCSS was awarded a three-year accreditation through CARF (Commission on Accreditation of Rehabilitation Facilities) in

- Intensive Family Based Services for Children & Adolescents (Renewal)
- Diversion/Intervention- Juvenile Justice (Renewal)
- Promotion/Prevention- Children & Adolescents (Renewal)
- Governance (First time)
- Community Housing (First Time)

This demonstrates our adherence 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
- Parent & Child Drop In Programs

SENIORS

Better at Home

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

Meals on Wheels

Social Prescription

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
- Engaged Community Guides
- Mobile Community Outreach Unit

HOUSING AND SHELTER

- Emergency Shelter
- Extreme Weather Response
- Supportive Housing

COMMUNITY PROGRAMS

- Food Centre
- Christmas Bureau



Message from the Board Chair

As I reflect on my first year as Board Chair of MCSS, I am filled with gratitude for the people who have supported, guided, and worked alongside me during this time of learning and growth. Stepping into this role came with a steep learning curve, and I want to sincerely thank everyone who took the time to answer my questions, offer clarity, and share their knowledge along the way. Your patience and support made a meaningful difference in helping me feel confident and capable in this position.

I would like to give special thanks to Vice Chair **Clarke Olson**, Director of Programs **Shawn Boulter** who stepped in as interim Executive Director, Director of Finance **Dan Elliot**, past Chair and current Board Advisor **Roger Dowker**, Executive and Governance Assistant **Jasmeet Matta**, and our new Executive Director **Lisa Nissanov**, who joined us in January. Each of you played a vital role in helping me—and the board—navigate a year of transition and opportunity.

This year also brought changes to our Board of Directors. With several new faces around the table, we embraced the opportunity to strengthen our foundation through a series of training sessions focused on diversity, equity, and inclusion (DEI), governance best practices, and strategic planning. These sessions helped us grow together as a team and align more deeply with the Society's mission, vision, and values.

MCSS plays a critical role in Mission—from youth and family services, to newcomer support, food security, seniors programming, and housing initiatives. It is a privilege to serve alongside people who care so deeply and work so tirelessly to make a difference. Together with our incredible staff and volunteers, we've continued to build a stronger presence in the community—attending local events, connecting with residents, and hosting our own **Community Day** to bring people together. These moments remind us that together we are **Helping People, Changing Lives and Building Community**.

To our staff, board, volunteers, partners, funders, and the people of Mission—thank you. Your dedication and heart are the reason MCSS continues to grow and thrive.

Here's to another year of learning, collaboration, and impact.

With appreciation,
Jen Green, Board Chair, MCSS



Jen Green
Board Chair

Nominated in Sep 2024

Board Chair

Jen Green

Directors at

Vice Chair &
Treasurer

Clarke Olson

Large

Jay Smith
Jash Bains
Dr. Lovepreet Mutti
Smita Akale
Sabastien Onyemaobi

With gratitude to our leadership- past & present

Sonia Sharma-Dherari		Board Director (Sep 2011-Sept 2025). Former Treasurer
Roger Dowker		Board Director (Sep 2012-Sept 2025). Former Board Chair Current Board Advisor
Stephen Pomeroy		Board Director (Sep 2015-Sept 2025). Former Vice-Chair
Sabastien Obinna Onyemaobi		Board Director (Sep 2021-Jan 2025)
Nate McCready		Executive Director (Dec 2023-Sept 2024)
Jay Smith		Board Director (May 2024-Apr 2025)
Shawn Boulter		Interim Executive Director (Oct 2024-Jan 2025) Current Director of Programs





Lisa Nissanov
Executive Director

Message from the Executive Director

I wanted to take this opportunity to thank everyone for welcoming me into the MCSS family. In particular, **Shawn Boulter** our Director of Programs who stepped in as interim Executive Director when my predecessor left and not only kept things running, but was able to continue to strengthen relationships and forge ahead with our grant applications as well as work collaboratively with staff and Board to onboard me. I know Shawn had the backing of not only the Board, but our amazing management team.

Although I only started here in late January, I have a keen sense of what MCSS does and can do and continue to learn new things everyday. Over the past few months, I have gotten to know the exemplary management team, staff, volunteers, donors, and community partners. I know MCSS has gone through changes, but I view my work as taking MCSS into its next stage as the leaders we are and can be in community and within our own organization.

MCSS has the unique position of offering services across the lifecycle to a diverse population representing the residents of Mission itself and we can capitalize on that so that every Mission resident can see themselves as part of MCSS be it as a donor, volunteer, client, community partner or just overall supporter. My door is always open to feedback.

Looking back over the past year we had a successful **Christmas Bureau** and **24-Hour Homelessness fundraiser**. In addition, we opened our new supportive housing building on **Hurd Street** which is now full. We began our **Employment Readiness Program** under our facilities management team offering volunteer and paid training to clients to build skills while maintaining our properties as well as offering seniors snow removal and lawn care. We also became a **Certified Living Wage Employer** ensuring our staff continue to be supported and renewed our **CARF accreditation** continuing to strive for excellence in all we do. As we look ahead, we are excited to be engaging the community more meaningfully while fundraising for important community outreach programs with our **1st ever MCSS Community Day**, embarking on a **new strategic plan** whereby we will be looking to scale some programs into social enterprise endeavours providing meaningful employment opportunities and skills development for clients while continuing to diversify revenue streams for long term sustainability. While we recognize the challenges we face locally and globally with inflation, even higher competition for limited funds, rising housing and food costs; our community has stood by us be it with their time or their own funds to ensure that we continue to help people, change lives and build community. I look forward to many more new beginnings to come.

Sincerely,

Lisa Nissanov, Executive Director, MCSS

Highlights of Fiscal 2024-25

1 Christmas Bureau

A total of **1363** individuals received essential holiday assistance. This includes 383 holiday meals and gifts for over 700 children and 134 seniors. With an assessed value of \$200 gift allowance per child and \$300 per food hamper, total goods distributed through Christmas Bureau is estimated at **\$250,000**.

2 Hurd St Housing

The Point-in-Time Homeless Count (Mar 2023) identified 175 people experiencing homelessness in Mission. In May 2024, 50 individuals were given an offer of housing at Hurd which included residents from our Second Stage Housing, our Temporary Shelter and street entrenched residents of Mission.

These placements have enabled MCSS to close gap of precarious housing by 28.5%

By removing barriers like sobriety or treatment compliance as prerequisites, our street entrenched tenants we have seen the greatest success at Hurd St Housing. They have reconnected with family, accessed health care and began setting goals for the future. This success is a powerful testament to the Housing First -a proven approach which recognizes that people cannot heal without a safe place to call home.



Strategic Priorities in Action

Excellence and Innovation in Programs and Services	Strengthening Community, People and Culture	Deepening the Employer Brand and Profile	Succession Planning: Staff, Board and Volunteers
We will sharpen attention on senior programs by examining service gaps for older adults that brings richer experiences.	We offer excellence in counselling and other programs and services to build strong and resilient communities.	We use internal resources (e.g., staff, volunteers, Board) to provide education and enhance connections within and outside of the community of Mission.	We will invest time and finances to strengthen the workplace / board-space culture to build a stronger organization.
We will enhance youth programs by increasing efforts to provide housing for de-housed youth.	We provide leadership and contribute to solutions following natural disasters, climate change and other incidents impacting our community.	We deepen MCSS' brand and profile through strong integration and education of our offerings to community agencies, current and potential government and business partners, and community members of Mission and the surrounding areas.	We will enhance our succession planning strategies for attracting diverse and committed board members, volunteers, and staff members for the betterment of our organization.
We will research and develop a new program geared toward building work experience and readiness for employment	We offer post-COVID services and support to re-build a strong sense of community and contribute to our collective mental wellness.	We will build and refine a robust, user-friendly, and innovative website that showcases MCSS' personality and offerings.	We are future-oriented in our approach to assessing needs and gaps in the community and proactively seeking staff, volunteers, and board talent to fill those roles.

75% Achieved and/or ongoing

16.7% Started and in progress

8.3% Not started



We use internal resources (e.g., staff, volunteers, Board) to provide education and enhance connections within and outside of the community of Mission.

- Shared Knowledge Series for staff education about our programs and services
- Lunch n Learn Program- covered topics like Regulatory Obligations, Financial Planning and Management, Accounting Principles, MS Powerpoint
- Doubled the number of posts on social media regarding program information and upcoming events.



We will build and refine a robust, user-friendly, and innovative website that showcases MCSS' personality and offerings.

- Launched the new website in Sept 2024



We will invest time and finances to strengthen the workplace culture to build a stronger organization

- Appreciative Inquiry Summit in April 2024- brought staff and leadership together to collaborate on informing the next strategic plan.
- Staff Events: Summer BBQ, Staff Appreciation breakfast by Management in August 2024, Annual Christmas Dinner
- Years of service recognition and reward at the March 2025 All Staff Meeting
- Added 10 positions and promoted 2 staff (internally) to Management positions.



We will enhance our succession planning strategies for attracting diverse and committed board members, volunteers, and staff members for the betterment of our organization.

- In May 2024, the MCSS Board of Directors formally adopted the agencywide policy on our commitment towards Diversity, Equity, Inclusion and Belonging (DEIB) in the workplace.
- MCSS was nominated as the Community Champion for Inclusive Hiring at the 2024 Inclusive Employer Excellence Awards. This recognition highlights our ongoing commitment to fostering inclusivity and creating meaningful opportunities for all.



Financial Highlights of the Year Ending March 31st, 2025

Statement of Financial Position	2025	2024
Assets	CAD	CAD
Current assets	4,282,497	3,348,946
Capital assets	1,922,540	2,104,615
Other long-term assets	3,650	3,650
Total Assets	6,208,687	5,457,211
Liabilities and Net Assets		
Current Liabilities	3,571,060	2,630,065
Long term debt	744,589	785,006
Deferred capital contributions	237,905	343,195
Net assets	1,655,133	1,698,945
Total Liabilities and Net Assets	6,208,687	5,457,211

Statement of Operations	2025	2024
Revenue	CAD	CAD
Provincial contracts and subsidies	7,174,578	6,148,859
Federal contracts and grants	422,403	374,931
Tenant rent contribution	380,748	262,920
Other contracts and grants	323,591	597,122
Fund development	260,086	289,681
Interest income	159,506	148,184
Amortization of deferred capital contributions	105,290	79,135
Fees for services	63,692	35,247
Community gaming grants	57,856	43,894
Total Revenue	8,947,750	7,979,973
Expenses		
Salaries and Wages	5,210,855	4,687,516
Employee Benefits	1,410,332	1,134,997
Facility operations	782,7191	664,336
Client support costs	657,236	584,426
Program support costs	589,373	575,115
Amortization	182,075	129,484
Staff development	70,358	34,115
Contracted services	55,334	83,427
Interest on long term debt	22,181	20,269
Fund development	11,099	17,297
Total Expenses	8,991,562	7,930,982
(Deficiency) Excess of revenue over expenses	(43,812)	48,991



Our Workforce

Our staff composition as of March 31, 2025
121

Total Staff (110 Union + 11 Exempt)

Our stats reflect our commitment to provide a workplace where employees feel valued and supported as evidenced below



12% increase in staff indicating our expanding programs and services

35% of our staff completed 3 to 5 years of service

13% of our staff with 10+ years of service

4% turnover rate- down from 16% in F2023-24

With nearly half of our workforce passing the three-year milestone and a notable drop in turnover, we are demonstrating a strong organizational culture, high employee engagement, and promising potential for continued internal growth and leadership development

Initiatives to Attract Talent and Deepen Community Ties

✓ Our **new Careers page** aligns our recruitment strategy with the evolving expectations of today's job seekers.

✓ Our staff - Mariah and Shaila- attended the **UFV Job Fair**, actively engaging with potential hires and volunteers.



✓ This year, we were proud to work alongside **73 dedicated volunteers** who generously gave their time and energy to support our mission. Their valuable contributions have had a meaningful impact across our programs and services.



MCSS was nominated as the **Community Champion for Inclusive Hiring** at the 2024 Inclusive Employer Excellence Awards.

This recognition highlights our ongoing commitment to fostering inclusivity and creating meaningful opportunities for all.



COMMUNITY Relations

Our Community Relations 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.



MCSS team thanks all our incredible volunteers at the Annual Volunteer Appreciation Event in April 2024



We are grateful to our volunteers for their time, energy, and compassion; that makes a lasting difference in the lives of those we serve. Whether you're offering a helping hand, a kind word, or a warm smile, your contribution is deeply valued. We couldn't do this work without you—thank you for being such an essential part of our mission and community.

Back by popular demand, **the 24 Hr Homeless Fundraiser 2024** helped us raise awareness and crucial funds for the Mobile Community Outreach Unit (MCOU). We are very grateful to our participants for their wholehearted support helping us raise over \$8000.



2024 Participants: Miriam Bozman, Roger Dowker, Helen McCready, Marilu Sachade, Jash Bains, Kobe Bhatti

Our **Tax Clinic** ran for 9 days in March-April 2025



Our CRA certified Tax-Preparers provided free services to **555** Mission residents with modest income.



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Find out more

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Christmas Bureau

We extend our heartfelt gratitude to all our staff, volunteers, donors and community partners for contributing to the resounding success of the 2024 Christmas Bureau. Your support helped bring warmth, hope, and joy to hundreds of families in our community during the holiday season. We would like to specially mention Mission City Pizza for the generous donation of space for the Toy Shop!

Raised \$122,497 for the Christmas Bureau-Food Centre



375 hours of Volunteer Service

417 applications approved



383 families received Food Hampers for their holiday dinner



702 children received toys



18 Seniors matched through "Sponsor a Senior"



116 Seniors received gifts from Food Centre

Over \$250,000 worth of goods distributed

Assessed value of gift allowance is \$200 per child. This includes kids bikes/ toys, sporting goods, clothing, books, puzzles, board games, stuffed toys, stocking stuffers; specialty items and gift cards for teens. Estimated cost of a food hamper for a family of 5 is \$450. An average of \$300 per hamper is considered for this calculation to adjust for households with < 5 individuals.

Toy pickups began on November 22, with 94 appointments completed by month-end. Despite registration closing, we continued to serve walk-in families in need.

Thanks again for including my family
We have been very spoiled and so appreciate it more than I can express

Loved that Janet got to help me pick out somethings as she is as very special lady to myself and my children

Thank you also to all the volunteers and donations made by our community
Hope you all have a Merry Christmas!!

Hi Shaila and everyone at the Christmas Bureau,

Thank you so much for helping make our Christmas and birthday so much lighter and happier this year. Your kindness and generosity truly mean the world to us, and we're so grateful for the joy you've brought into our lives. You've made this season so special, and we'll never forget it.

Happy holidays ❤️

With love and thanks,

Thank you
for your kind
ELFs.

May all the magic
of Christmas be yours.

- Another
grateFull
Family



Associated events

Our allied programs celebrated the season with strong community engagement:

- Christmas Bureau Launch: featuring Santa & Mrs. Claus in association with Heritage Park Childcare
- Winter Celebration Potluck for New to Canada Residents of Mission
- Breakfast with Santa
- Winter Workshop- Child Care Resource & Referral
- Lunch with a Bunch Party for Seniors
- Rotary Christmas Carol
- Candlelight Parade
- Santa Train
- Festival of Trees

Events lead by local Businesses & Establishments

- Reckless Toy Ride
- "Sip For" at the Penny Coffee
- Full sized product by donation at So Luxury
- 50-50 raffle and toy drive by Mission Outlaws Hockey Team
- Mission Fire & Rescue Neighbourhood Drive
- Angel trees at Library & all local Banks
- Stuff the truck by NRS Aldergrove's Commissionaire Security Staff
- Pizza Night by Panago Pizza
- Food & Toy drives
 - Learn n Play Childcare
 - Fitness Lab
 - Silverdale Elementary
 - Christine Morrison Elementary
 - Casa del Sol
 - You Care We Care Daycare
 - Chances Casino
 - Crime Prevention Office
 - Liberty Tax

Many thanks to our major sponsors and event partners



Food Centre

The MCSS Food Centre supports no to low income individuals and households with staples, non perishable food items, pet food, hygienic products and lightly used clothing. Each month people have a choice over the fresh produce, pantry staples and proteins that they bring home. To ensure everyone has access to food, hampers have options that are responsive to dietary restrictions. Our Food Centre acts as a complimentary service to the Food Bank and other local food security initiatives.

1116 Grocery Hampers distributed to registered clients

A standard Family Food Hamper designed for a household of five costs approximately **\$70**. These hampers are intended to last 5-7 days depending on family size and typically include:

- Pasta and sauce, canned tuna/salmon, peanut butter
- Soup, canned vegetables and fruit
- Fresh produce (when available), bread, baked goods and meat.
- Cereal, snacks for school lunches, and hygiene items (toothpaste, shampoo).

335 Camper Hampers distributed to unhoused individuals in Mission

A Camper Hamper (non-perishable, no-cook items for unhoused individuals) costs around **\$18-\$22**.

It includes:

- Ready-to-eat canned meals (with pull tops), granola bars, fruit cups, juice boxes
- Crackers, protein snacks, bottled water, and utensils

702 Daybags

A Day bag, often handed out to people accessing services on foot or by bike, costs around \$7-\$10. Items are packed to be carried easily and consumed without cooking or preparation and include a snack or protein item, granola bar, fruit item, and bottled water/drink.

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This spring, MCSS Food Centre conducted a **Super Clinic**, serving approximately **30 individuals**, many of whom had not filed taxes in years due to barriers like lack of ID, mental health challenges, or unstable housing. Filing their taxes opened the door to vital income supports such as the GST credit, Climate Action Incentive, and Canada Child Benefit. For some, it also enabled access to housing subsidies and other essential services. Altogether, the clinic helped file over **30 years' worth of tax returns**.

Engaged Community Guides (ECG)



The ECG program -empowers persons with lived experience of homelessness with life-skills and employability training. Ambassadors assist in community cleanups, greeting people and directing them to relevant services, and responding to urgent situations that our outreach team attends to. As peers they can assist in individuals unhoused in our community with access to other resources.



Between April 2024 and March 2025, our ECGs have-

- removed over 1,848 lbs of garbage,
- safely disposed of more than 4,121 sharps, and
- collected 945 recyclables.

Together, the team has worked close to 1000 shifts, earning over \$51,000 in stipends. Beyond the numbers, these shifts represent structure, responsibility, and renewed connection for people who are often rebuilding their lives.

Our Community Programs such as Food Centre, MCOU and ECG rely on donations from the community at large to serve Mission residents in need. We thank our donors for helping us keep these vital services operational.



Mobile Community Outreach Unit (MCOU)



MCSS proudly operates the "Mission in Motion" MCOU 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 and other outreach services. You may see it out and about at local events as well to bring awareness to the work we do.



423 medical appointments with empaneled Physicians were delivered in the MCOU.

In addition to providing healthcare services, the MCOU 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.

610 resource kits were distributed

557 food bags were provided

145 free bus tickets were provided

85 clean supplies were distributed

Homelessness Prevention and Homelessness Outreach Programs

Twice the number as compared to last fiscal



MCSS 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, **helping people keep their homes.**

202 applications were assessed by our team for Program Eligibility.

255 low income individuals received rent subsidy

41 individuals secured Housing with subsidy

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

75 applications were assessed by our team for Program Eligibility

\$94,019.6 was disbursed for rent subsidies under both programs, a 40% increase from last fiscal. MCSS Leadership assessed the high level of need in Mission and proactively advocated for the use of deferred funds under the Homelessness Prevention Program.

Harm Reduction*

Our outreach efforts remain a critical frontline response to the ongoing toxic drug crisis, supporting some of the most vulnerable members of our community. Our team responded to approximately 86 drug poisonings, offering life-saving intervention and support. A total of 1,796 individuals accessed harm reduction services during fiscal 2024-25.

38,100 syringes distributed

1,885 Naloxone kits distributed

313 individuals received Naloxone training

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

**As per directive from Fraser Health, this program has been discontinued at MCSS as of May 2025. For more information, please visit our website*



Supportive Housing

MCSS Supportive Housing Programs empower individuals who are homeless or at risk of homelessness across 2 locations. Our facilities accommodate up to 94 individuals, offering a supportive environment guided by four fundamental principles:



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



Preservation of dignity and respect for all residents.



Operation with transparency and accountability.



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

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

We are pleased to announce the opening of a new supportive housing facility at Hurd St. featuring 50 bachelor units with kitchenettes as of October 2024

Hurd St. supportive housing provides safe and stable supportive housing for people in need.

The site offers a secure place to live with access to on-site supports such as health services, enhanced care, group activities, and connections to community resources. Funded by BC Housing and the Ministry of Health (through Fraser Health for enhanced care services), these homes play an important role in addressing homelessness and supporting vulnerable members of the Mission community.

	Rivendell	Hurd
Location	7755 Grand St	7460 Hurd St
No of Units	44	50
Programs Running (monthly average)	13	8
Volunteer Hours from Residents (monthly average)	48	20
Impact	24 residents graduated to market housing	Closed the gap in Homeless in Mission by 28.5%

Please Note: Placements for our supportive housing programs are conducted through the Coordinated Access and Assessment (CAA) Table, which includes representatives from BC Housing, Fraser Health, local service providers, and community agencies. The CAA Table meets on a regular basis to review applications for supportive housing and assign applicants to vacant units. The selection process is collaborative, involving participation of both housing providers and referring partners. For application support, please contact MCSS Outreach team.



Turning the Corner: New Directions in Homelessness

*In March 2023, the **Point-in-Time Homeless Count** identified **175 people experiencing homelessness in Mission.***

That's just slightly down from the 178 recorded in 2020, but still more than double what we saw back in 2017.

*What really stands out is that **over half (52%) of the folks counted have lived in Mission for 10 years or more, and 81% had been unhoused for over a year.***

Most were between the ages of 30 and 59, and around two-thirds identified as male. Indigenous community members made up 44% of the total count, even though they represent just 8% of Mission's population.

On the night of the count, all 98 shelter beds were full — 56% of people were staying in shelter, while the rest were outside, in vehicles, or in unstable situations.



Citation and Picture from the Mission Record, 13 Dec 2013: Mission's unhoused population more than doubles since 2017 by Dillon White

Helping People, Changing Lives, Building Community

In April 2024 Hurd Street applications were opened for the people of Mission that were precariously housed, living in shelters or on the streets. In May over 60 interviews were completed and 50 individuals were given an offer of housing. Hurd opened October 29th and was filled by prioritizing both Indigenous and elderly individuals that had a large spike from the previous PIT count. Out of the 50 beds, 19 were filled from our Temporary Shelter at Diamondhead Hotel and 17 people transitioned from Second Stage Housing.

Michelle Viala, Manager, Hurd St Housing notes that- "Our street entrenched tenants who moved in have seen the greatest success. They have reconnected with family, accessed health care and began setting goals for the future. This success is a powerful testament to the Housing First - a proven approach that prioritizes housing as the foundation for recovery." By removing barriers like sobriety or treatment compliance as prerequisites, Housing First recognizes people cannot heal without a safe place to call home.



Mission City Record Photo



Helping People, Changing Lives, Building Community

Our new Employment Readiness Program, launched by Facilities Manager Dustin Ridgen in February 2024, is designed to equip participants with valuable employment skills through hands-on, meaningful work. Participants—supportive housing clients who meet basic eligibility requirements—work alongside Dustin on a variety of projects, including lawn care, moving assistance, and maintenance services. These efforts directly enhance the living conditions of community members, particularly seniors. Beyond gaining work experience, participants develop a strong sense of purpose, routine, and confidence—key elements of long-term stability and success. The program also helps individuals build their résumés, acquire transferable skills, and cultivate relationships that support their overall well-being. To further support their journey, participants who contribute 12 hours of work per week are eligible to receive biweekly stipends that provide financial assistance.

Emergency Shelter

- 1676 Total stays were offered through 57 beds
- 525 Visits were conducted by care teams from partner agencies such as ICM, I-HART, ACT, Fraser Health, Purple Pharmacy and PCRS offering resources and support to **1450 guests**
- 16 Shelter guests graduated to Second Stage Housing at Rivendell
- 63 Individuals secured housing- a 2.5x increase from last fiscal!

MCSS 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.

We are thankful to our gracious community members (Helping Hands) who setup a table outside our Shelter on 3 Wednesdays each month serving our guests and the community members at large, by donating hot food, snacks, drinks, and clothing to those in need. Their stewardship goes a long way in helping us support marginalized persons in Mission.

Winter Beds/Temporary Shelter

Formerly known as EWR, this program ran for the first time from November, 2024 through March 2025. Instead of only opening due to extreme weather alerts/excessive rain events, we operated 10 additional beds between the hours of 8 pm-8 am daily. The requirement of signing up daily for a bed was waived, allowing guests to stay as long as they needed. During their stay, they had access to a supper meal, breakfast, as well as shower and laundry services. Despite the capacity limitations, all individuals were able to come into the shelter, warm up, eat, and have a hot drink. Winter accessories and blankets were provided to turnaways based on donations received.

Persons Served

- 731 Male
- 206 Female
- 2 Transgender
- 172 Indigenous
- 126 Persons with disability
- 23 Turnaways

Our Temporary Shelter at Diamondhead Hotel Closed in October 2024

New Beginnings in Canada and Mission

Our New to Canada Parenting Program ran three 6-week sessions, this program supported **140 adult visits and 156 child visits**. It was designed to help newcomer families reduce isolation and build community through:

- Social interaction
- Parenting discussions
- Access to settlement resources

Client Support Services

Our team provided 484 support sessions to 99 unique Permanent Resident clients. These sessions included:

- Employment support
- Information and orientation services
- Referrals to language services
- Needs assessments
- Community referrals

Expanded Reach through New Programs

In 2024–25, MCSS became a spoke organization for Archway, enabling support to Temporary Permit holders and international students through the **BCNSP Program**, and to refugee claimants and asylum seekers through the **Safe Haven Program**. Through these expanded services, an additional **92 unique clients were supported**- 32 clients via Safe Haven and 60 clients via BCNSP.



“My child used to struggle with her homework but after getting support from the Homework Club, she is getting confident in herself by finishing all the assignments and getting good grades.”

Children & Youth Support – Homework Club

Over the fiscal year, **200 newcomer children** received academic and language support through **70 Homework Club sessions**, averaging 7 participants per session. The program provided a safe, welcoming space for children to:

- Improve English language skills
- Complete school assignments
- Build confidence
- Make new friends

Community Engagement & Information Sharing

The department hosted 3 community information events with a total of 203 participants. These events offered newcomers:

- Information on school registration
- Local services and community resources
- Interactive activities for children and youth
- Wellness and cultural experiences for adults

“We are happy to attend the Information Night. The intimate setting enabled engaging discussions and personalized interactions, making the event truly impactful. The translation service provided helped in understanding the concepts more easily.”

Skill-Building Workshops for Newcomers

Through the Safe Haven and BCNSP programs, 4 key workshops were delivered on:



Employment



Housing



Financial Literacy



Pathways to Permanent Residency

37 unique participants attended these sessions, reporting improved:

- ✓ Understanding of Canadian workplace culture
- ✓ Knowledge of employer expectations

Mission Community Services Society

Annual Report 2024-25

Find out more

Donate today



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Early Years Programs.. Nurturing New Beginnings

Family Place Drop-In Programs

In 2024-2025, Family Place experienced a **2.3% increase** in attendance compared to the previous year. The drop-in programs welcomed **2,128 adults and 2,322 children**, reflecting a strong and growing community engagement.

Weekly programming for families with children aged 0-6 years served:

- 182 unique adults (including 20 fathers)
- 227 unique children

This brought the total to **409 unique individuals actively participating in Family Place programs throughout the year.**



Family Place also celebrated numerous special events, fostering community spirit and connection:

- Mother's Day Celebration
- Harvest Festival
- "Red is Best" Valentine's Party
- Teddy Bears' Picnic
- Halloween Howl
- "Breakfast with Santa"
- Participation in 3 Early Years Fairs

Community Action Program for Children (CAPC)

CAPC at Family Place hosted 1,089 adult and 1,169 child visits, a 1.9% increase from the previous year.

Programs included:

- Baby Steps
- New to Canada Parenting
- Toddler Time
- Mother Goose Sessions

Both Baby Steps and Toddler Time ran for **50 weeks**, offering continuous support to parents by:

- Fostering confidence in their parenting role
- Providing peer support and opportunities for connection
- Offering developmentally appropriate activities for children



"Thank you so much for your kindness and all the activities that you prepare for our little ones. L really likes you and often talks about you at home! That's is proof that you are an important part of her life"

Child Care Resource and Referral (CCRR)

- Provided 509 childcare referrals and assistance with Affordable Childcare Benefit applications
- Registered several new licensed group and in-home childcare providers, addressing local shortages
- Delivered training to 189 childcare providers through online, in-person, and self-paced workshops
- Loaned out 267 educational resource boxes to support childcare educators

CCRR Loose Parts Play involves endless possibilities of unstructured exploration for Children (age 4 to 8 yrs) with a participating adult. Loose parts drop-in attended by 143 parents and 193 children provided an educational experience open ended play providing children with endless opportunities for exploration, creativity, and learning.



New Paths & Possibilities for Seniors in Mission



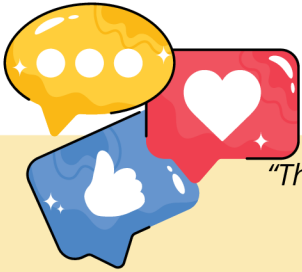
805 Harvest Bags

ensuring seniors had regular access to fresh, healthy food



204 medical rides

providing safe, reliable transportation to vital healthcare appointments — often their only option



4725 Meals and 1175 Soups

through our **Meals on Wheels** program, helping seniors maintain their independence and remain comfortably in their homes.

"Thanks so much for everything you've done for me — you're pretty amazing. The meals have made an enormous difference in my life."

"The meals have been life-saving for me."

Fostering Connection and Well-Being

Beyond practical support, we focused on reducing social isolation and promoting emotional well-being through:

411 Social program engagements

167 Housekeeping visits

303 Friendly calls and home visits

These efforts created meaningful connections, enabling seniors to age with dignity, friendship, and a sense of belonging.

The Coffee Circle: A Growing Community

What began as a small gathering of just five clients has blossomed into a vibrant and beloved part of our programming. The Coffee Circle was created to offer a warm, welcoming space for seniors to share conversation, laughter, and games over a cup of coffee. Word spread quickly..



"I didn't realize how much I missed being around people until I found this group. Now I never miss a Monday."



"This growing circle is more than a social group — it's a community built on warmth, inclusion, and the power of a shared cup of coffee and good treats."

Today, **13-15 participants attend regularly** — and the group continues to grow. What keeps them coming back isn't just the coffee; it's the community, the joy, and the genuine human connection.



Family and Youth Services

MCSS serves a range of individuals and families through Family Services Programs such as Family Development Response Program (FDRP), Youth Services and Therapy. We are funded by multiple sources, including the Ministry of Children & Family Development (MCFD).

Through FDRP, we support (indigenous and non-indigenous) families in crisis or facing significant challenges.

The program aims to reduce family stress, improve family functioning, and promote long-term stability.

The Program also provides direct support to Sq'ewlets First Nation and youth who are involved with the Youth Criminal Justice system. While a majority of our cases are referred by our funders, our staff work hard to accommodate self-referrals from community members or referrals from other community agencies. Highlights of our team's performance in 2024-25 are as follows:

Our FDRP-YS team received a total of 225 referrals including 23 community referrals. Of this, there were

103 Family Support Referrals

Through the work of our Family Support Workers (FSW)-

- families received education and support to address a variety of issues such as domestic violence, parent-teen conflict, housing, daycare, employment, mental health and substance misuse.
- several people were successful in finding housing, completing treatment and were connected with other community supports.

60 Youth Referrals

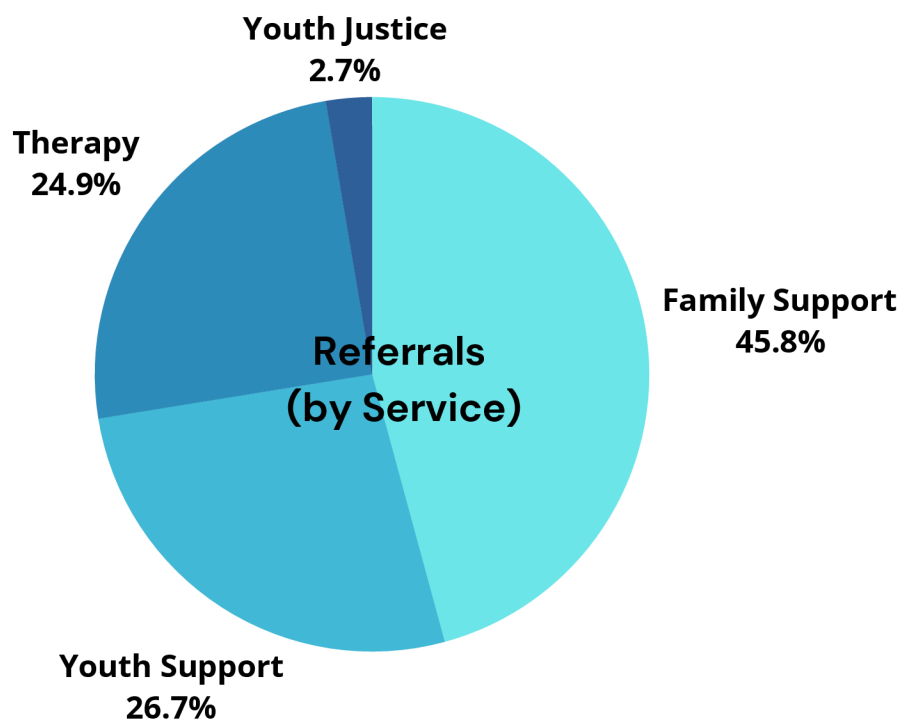
Many of our youth are in foster care or are living independently with financial assistance from MCFD. With the support of our Youth Support Workers (YSW) many of these youth were able to find housing, gain employment, attend medical appointments and gain support in life skills to enhance their lives.

56 Therapy Services

Our Therapists provide a space for people to explore past and current trauma which has affected their daily lives, helping them move towards greater control over their lives which impacts not only themselves but their families.

6 Youth Justice

These youth were able to successfully complete their court ordered work and gain important life skills to assist them moving forward in their lives outside of the justice system.



FDRP Groups- Program Delivery Reimagined

Family Services Program also provides a variety of support groups for families. These groups are open to all community members, and a referral is not required. Meals and childminding services are provided for most of our groups as applicable.

An average of 12 individuals per week participated in groups such as-

Balanced Parenting

Balanced parenting is an eight-week parenting group that focuses on attachment-based principles. This group not only provides parental support and strategies, but also encourages parents to engage in self reflection, taking care of themselves and creates a peer network.

This year the group was held at Christine Morrison Elementary School (CMES) with support from the school. This was the first time this group was held in a community space and saw a significant increase in participants from previous years. Much of the success of the group was the location at CMES and the collaboration with the school in advertising the group to families within the school. Childcare and breakfast was provided which also allowed parents with non-school aged children to attend.

Connect Parenting

MCSS hosts this 10-week session in collaboration with The Maples Adolescent Treatment Centre in Coquitlam, BC. Parents learn new perspectives on parent-teen relationships and adolescent development, focusing on enhancing attachment security, sensitivity, reflective functioning, and emotional management in both caregivers and children.

New Directions for Men (ND4M)

- ✓ **Helping People:** This was the first year that the group functioned on an continuous intake basis meaning that men could join the group throughout the year.
- ✓ **Changing Lives:** Availability of dinner and childcare has enabled several parents to join this group over the last year. *Some of the men signed-up twice!*
- ✓ **Building Community:** A group of graduated participants formed an *'after-care' group*. Independently of MCSS, these men met weekly at a local restaurant to continue supporting one another.

Dad's Dinner Table

Brings the whole family together for 7 one-hour family sessions. The information is adult, youth, and child friendly covering topics such as Our Brain, Our Emotions, Physical regulation, Mental regulation, Confidence, Communication, and Conflict Resolution.

The Dad's Dinner Table was hosted at Central Elementary School with support from the school who promoted the group to their families. Dinner and childcare provided during this group which has removed a barrier to participation by parents with young children.

Purple Lights Nights Event in October 2024

MCSS Family and Youth services team collaborated with the Violence Against Women in Relationships (VAWR) Committee and participated whole-heartedly in the Purple Lights Nights event to raise awareness and honour victims of intimate partner violence.

In addition to displaying purple lights at our Main Office Location, MCSS was a rest stop for the community walk on October 26th and offered care packages and resources to all the participants.



New Horizons

*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. Our Board of Directors completed a Strategic Planning workshop in May 2025 and we are pleased to share the **Strategic Priorities 2025-28***

Our Mission Helping People, Changing Lives, Building Community

Our Vision Empowering individuals and families with possibility and purpose, fostering hope, transformation, and a brighter future through compassionate, comprehensive support

Our Values

- **Professionalism**—Upholding integrity and objectivity in all our work.
- **Compassion**—Providing empathetic and responsive care.
- **Accountability**—Taking responsibility for our actions and decisions.
- **Respect**—Recognizing the dignity of every individual.

Secure Sustainable and Diverse Funding

Modernize Systems and Operations for Efficiency

Invest in Workforce for Organizational Sustainability

Strengthen Programs and Services through Community Engagement and Evaluation

Innovate Programs and Services to Meet Emerging Needs

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:

Engaged Community Guides (ECG)

The ECG program empowers persons with lived experience of homelessness with life-skills and employability training.

\$40 covers one shift for an ambassador representing structure, responsibility, and renewed connection for people who are often rebuilding their lives.

Employment Readiness Program (ERP)

ERP is a life-changing initiative aligned with our 2025 Strategic Plan, aimed at supporting residents in our supportive housing—many of whom were formerly homeless and currently on income assistance—as they rebuild their lives with dignity and purpose. Participants are eager to re-enter the workforce but face systemic barriers. ERP provides a bridge by creating real-world opportunities in safe, familiar spaces. Residents support their building's maintenance and provide essential services to others—especially seniors—who may lack resources or mobility.

\$50 covers one shift per participant.

Food Centre Hampers

\$70 supplements one week's worth of groceries for a family of 5

\$20 feeds an unhoused community member for a day

\$10 provides a one-time snack to an individual in need



Heartfelt thanks to all our major donors and local businesses for their generous donations and support

Please Note: This is not an exhaustive list. Persons meeting the criteria were contacted and only those who provided consent are included in alphabetical order.

Au Family

Bill and Bonnie Hamilton

Amanda Kollman

David Purdy

Jash Bains

Kathryn Wozney

Nicholas Field

Tim Zubick

Fier Family

Deb and Dexter Horton

Brenda Buker

Gloria Crawford

Karen Alvarez

Nate McCready

Peter Lennea

Wim Kerkhoff

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BCGEU Area 04	Christine Allan PREC	CUPE Local 1267
Davie’s Sand and Gravel	Dewdney Elementary	Double D Industries Ltd.
DRM Mechanical	Ecole Mission Secondary	Gateway Casinos Entertainment Ltd.
Global Health Brokerage	Headlands Environmental	Homelife Advantage Realty (Central Valley) Ltd.
JO Liquidators	Mission Elks Lodge	Mission Fire and Rescue
Mission Healthcare Auxiliary Society	Mission Music Lessons	Mr. Lube Foundation
Perfect Piece Optical	Pleasant View Society	Prospera Credit Union
Raymond James Canada Foundation	Rex Cox	Russ Ralstons Excavating Inc.
Save On Foods, Mission	St. Andrews Place	Soroptimist International of Abbotsford-Mission
Sovereign Grace Baptist Church	Sunrise Flagging	Sun Valley Trout Park
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Transwood Timber Ltd.	Triple O’s Restaurant, Mission	
Veer Excavating Inc.	Verbeek Pallet	





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