

MISSION COMMUNITY SERVICES

Helping People, Changing Lives, Building Community

ANNUAL REPORT

2025-2026

33179 2nd Ave, Mission BC

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info@missionmcss.com

missioncommunityservices.com

/MissionCommunityServices

With gratitude to all our major funders and donors













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Building Community Through Philanthropy





ST. ANDREW'S
UNITED CHURCH

















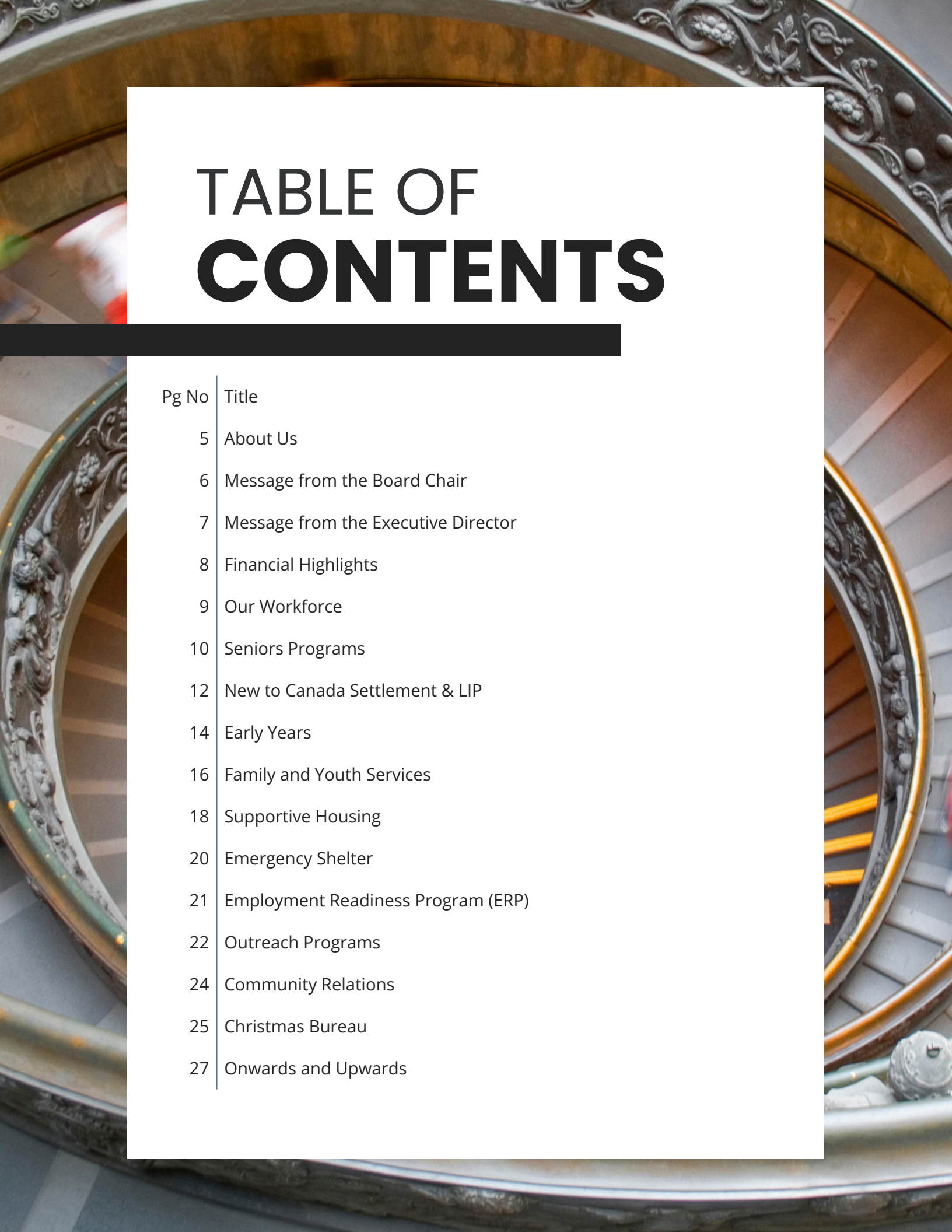


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Our People


25th Annual
BUSINESS
Excellence
Awards


MISSION COMMUNITY SERVICES


HERITAGE PARK CENTRE









We acknowledge that we live, work and play on the Traditional, Ancestral, Unceded, and Shared territories of the Stó:lō people, Leq\'á:mel, Semá:th, Kwantlen, Sq\'éwlets, Máthxwi, and Katzie First Nations. We thank the Indigenous people, and strive to be good neighbours and work to build mutually beneficial relationships.

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.

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. We are committed to fostering an environment that is inclusive, equitable, embraces diversity and promotes a sense of belonging.

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.

Find out more

MESSAGE FROM THE BOARD CHAIR



As we continue moving onward and upward, I want to take a moment to reflect on the strength and resilience of our organization and community. Every year brings new opportunities to learn, grow, and serve, and I am proud of the progress we have made together. Through the dedication of our volunteers, staff, members, partners, and supporters, we have continued to make a positive impact and strengthen the connections that make our community so special

One of the most exciting developments this year has been the launch of **Nourish Mission**, a program dedicated to strengthening food security within our community. Access to nutritious food is a basic need, and through this initiative we are helping ensure that individuals and families have greater access to healthy food and the support they need. Nourish Mission reflects our commitment to caring for our neighbours and ***responding to the evolving needs of our community***. I would like to extend my heartfelt thanks to everyone who stepped up to make this program a reality. Whether you volunteered your time, donated resources, partnered with us, or simply supported our efforts, your generosity has made a meaningful difference in the lives of others.

Our **Community Day** held in Centennial Park was another wonderful reminder of the strength of our community. It was inspiring to see families, friends, neighbours, and local organizations come together for a day of connection, celebration, and fun. The event created opportunities to build relationships, welcome new faces, and celebrate everything that makes our community unique. Thank you to everyone who attended, volunteered, sponsored, and helped organize the day. Your enthusiasm and commitment made it a tremendous success.

As we look ahead, I encourage everyone to join us for our Annual General Meeting this September. The AGM is an opportunity to reflect on the accomplishments of the past year, celebrate the people who have helped us succeed, and look toward the future with optimism and purpose. We will share updates on our progress, discuss the opportunities ahead, and continue building on the momentum we have created together. Your participation and ideas are an important part of shaping the future of our organization, and I look forward to seeing many of you there as we continue moving onward and upward together.

BOARD OF DIRECTORS (2025-26)

Board Chair	Jen Green
Vice Chair	Jash Bains
Treasurer	Clarke Olson

Directors at Large

- Diana McCall
- Dr. Lovepreet Mutti
- Nathan Schoemaker
- Smita Akale
- Roger Dowker

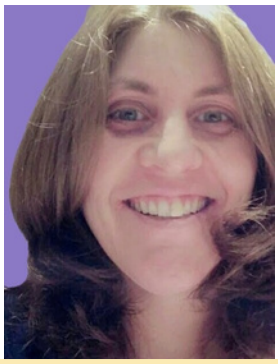
More information about our Board

Join our Board

Gain valuable governance experience, expand your professional network, contribute your expertise to a vital community organization, and help make a lasting impact in the lives of individuals and families across Mission as a volunteer Board Director. If you have experience in Legal, IT, Fund Development, Finance or Governance and are looking for a meaningful volunteer leadership opportunity, we encourage you to apply. To request an application package, ***email: boardchair@missionmcss.com***

Scan for Society Membership

MESSAGE FROM THE
EXECUTIVE DIRECTOR



LISA NISSANOV

2025-2026 was an exciting year at MCSS, my first full year as Executive Director.
We hosted our inaugural **Community Fun Day** in Centennial Park, raising over $10,000 for our critical outreach programs. We also embarked on an ambitious 3-year strategic plan. In the past year, we have modernized our accounting and HR systems, alleviating administrative burdens and improving overall administrative efficiency, resulting in long-term performance and financial gains. We continue to **invest in our greatest asset, our staff** with targeted training, goal setting that aligns with our strategic and operational plans alongside staff's personal development goals, leveraging our memberships that offer free or low-cost, but high-impact training in areas such as trauma informed care or managing building assets and utilizing our HR systems more fully. We have made the onboarding and recruitment process much more streamlined as well, making it a positive experience for new employees.

We have realigned our housing department for operational efficiency and are revisiting our policies to ensure the best experience for clients and staff while maintaining safety for all. We undertook an extensive community review of our food centre in preparation for end of lease (also cost savings) and introduced a more dignified choice-based model **Nourish Mission**. We utilized our benefits as Chamber members for broader, targeted advertising during Christmas to ensure we could raise more funds and promote our first ever 50/50 draw.

There is still much work to be done, and we have challenges ahead with the **provincially mandated move to HEABC for our organization by April 2027**. We, along with 39 other employers across the province, were informed last July and have been working under a challenging, unprecedented, and unfunded administrative burden.
We continue to advocate to our funders that administration is crucial to maintaining the work we do as an agency.
A year in, I could not be prouder of the staff and volunteers that continue toward our mission of **Helping People, Changing Lives, Building Community.**

YEAR AT A GLANCE

MODERNIZE SYSTEMS & OPERATIONS
- Integrated financial and HR systems
- Implemented applicant tracking tools
- Improved performance management and reporting

INVEST IN WORKFORCE
- Mental Health First Aid training completed
- BCNPHA learning modules utilized
- Expanded staff wellness initiatives

COMMUNITY ENGAGEMENT & EVALUATION
- Collaborated with School District partners
- Strengthened Indigenous community relationships
- Expanded connections with healthcare providers and local organizations

INNOVATE PROGRAMS & SERVICES
- Launched Sense & Smile Club for visually impaired seniors
- Introduced Chair Yoga through Social Prescribing
- Piloted Saturday Early Years programming
- Expanded Light Housekeeping services for housing clients



More information on our Leadership

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Financial Highlights of the Year Ending March 31st, 2026

Statement of Financial Position	2026	2025
Assets	**CAD**	**CAD**
Current assets	4,448,875	4,282,497
Capital assets	1,847,117	1,922,540
Other long-term assets	3,650	3,650
Total Assets	**6,299,642**	**6,208,687**
Liabilities and Net Assets		
Current Liabilities	4,429,676	3,571,060
Long term debt	-	744,589
Deferred capital contributions	203,079	237,905
Net assets	1,666,887	1,655,133
Total Liabilities and Net Assets	**6,299,642**	**6,208,687**

Statement of Operations	2026	2025
Revenue	**CAD**	**CAD**
Provincial contracts and subsidies	7,312,412	7,232,434
Other contracts and grants	958,114	323,591
Tenant rent contribution	585,978	380,748
Federal contracts and grants	421,221	422,403
Fund development	266,875	260,086
Interest income	138,193	159,506
Fees for services	74,326	63,692
Amortization of deferred capital contributions	34,825	105,290
Total Revenue	**9,791,944**	**8,947,750**
Expenses		
Salaries and Wages	5,868,584	5,210,855
Employee Benefits	1,597,024	1,410,332
Facility operations	900,236	782,719
Client support costs	678,683	773,133
Program support costs	513,218	473,476
Amortization	75,422	182,075
Staff development	59,988	70,358
Contracted services	47,655	55,334
Interest on long term debt	21,086	22,181
Fund development	18,304	11,099
Total Expenses	**9,780,190**	**8,991,562**
Excess of revenue over expenses	**11,754**	**(43,812)**

OUR WORKFORCE

Our staff composition as of March 31, 2026

131 Total Staff (119 Union + 12 Exempt)

2026 EMPLOYER OF THE YEAR

MCSS is honoured to be named Employer of the Year at the 2026 Business Excellence Awards, a recognition that reflects our strong commitment to creating a supportive, inclusive, and empowering workplace. This achievement highlights our dedication to staff well-being, professional growth, and fostering a positive organizational culture. We are proud of this milestone and grateful to our team, whose passion and commitment make MCSS a truly exceptional place to work.

RECERTIFIED LIVING WAGE EMPLOYER

This year, we are proud to have been recertified as a Living Wage Employer, reaffirming our commitment to fair compensation and the well-being of our staff. This designation reflects our ongoing dedication to ensuring that all employees earn wages that meet the real cost of living in our community. By maintaining this standard, we continue to support financial stability, equity, and dignity in the workplace, strengthening both our organization and the communities we serve.

ALIGNMENT WITH STRATEGIC PRIORITIES

Our HR team advanced efforts to ***modernize systems and operations for greater efficiency***. This year, we implemented an Applicant Tracking System (ATS) to enhance recruitment and selection processes. This investment has improved operational efficiency, strengthened data management, and enhanced the candidate experience, supporting a more streamlined and effective approach to talent acquisition.

VOLUNTEER ENGAGEMENT

This year, we were proud to work alongside 55 dedicated volunteers who generously contributed their time and effort towards **Helping People, Changing Lives, Building Community.** Their invaluable support made a meaningful impact across our programs and services.



STAFF WELLNESS

We have partnered with local businesses to provide MCSS employees with exclusive discounts and offers

ANYTIME FITNESS · MISSION CITY PIZZA 604.826.5900 · THE FITNESS LAB · PROTEIN LOUNGE

Join our Team

SENIORS PROGRAMS

Over the 2025–2026 period, a wide range of essential services were provided to support seniors in the community:

- Friendly calls and visits: 656
- Medical rides: 237
- Grocery shopping support: 172
- Light housekeeping: 321
- Yard work assistance: 41

MEALS ON WHEELS DELIVERED

4,599
DINNERS

1,242
SOUPS

These services played a critical role in supporting Seniors' independence, health, and overall well-being.

SENIOR HAMPER PROGRAM

182

Hampers with pantry staples were distributed to seniors in the community.

These hampers helped reduce food insecurity by providing essential grocery items

WE OFFER

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. Services provided:

- Light Housekeeping, Yard Work, Snow Removal
- Transportation to Medical Appointments
- Grocery Shopping
- Friendly Visitor/Caller
- Digital Support
- Prescription Pickup

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.

Social Prescription: Connects seniors who face multiple barriers with community programs, services, and resources that will aid in improving their health and well-being

Activities: Coffee Circle, Chair Yoga, Cooking Classes, Craft Circle etc.

"I wanted to thank you from the bottom of my heart for the hamper that was dropped off at my home. Times have been very tough and living off one payment at the end of the month does not leave me much. My two cupboards were empty and with this hamper I was able to fill them up and have extra! I have already eaten my canned salmon, which I made lovely sandwiches, and I plan on making a bean salad that will last me a while."

"I Wish to thank all those involved with preparing our food hamper for us seniors. Thank you, thank you all for preparing them and delivering to me and my neighbor's. What a pleasant surprise. I can't thank God enough for all the provisions."

More information about Seniors Programs

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HARVEST SOCIAL MEAL PROGRAM

- In Fall 2025, five Harvest Social Meals were hosted with funding from the Mission Community Foundation.
- In Spring 2026, an additional five events were held with support from United Way funding

PROGRAM HIGHLIGHTS

- Seniors enjoyed a healthy, nutritious lunch
- Access to community information and resources
- Entertainment and social engagement opportunities
- Each participant received a harvest bag containing fresh fruits and vegetables to take home

> This was my first Harvest Social lunch, and it was delicious! Thank you so much! The MCSS Seniors staff has been terrific, always helpful and friendly. I have enjoyed chair yoga and crafts and was able to meet some very nice seniors. Keep up the good work.

PROGRAM GOALS

These events were designed to:

- Increase social opportunities for seniors
- Support mental health and well-being
- Reduce social isolation
- Improve food security

> *These gatherings are great incentive or me to leave the house and enjoy socialization with other lovely people*





SOCIAL AND RECREATIONAL PROGRAMMING

669

participants engaged across a variety of activities, including:

- Coffee Circle
- Craft Circle
- Chair Yoga
- Social Lunches
- Flower Arranging
- Bus Trip to the Aquarium
- Visually impaired support group



These programs fostered community connection, active living, and improved quality of life for participants.

> The coffee gatherings and luncheons make my life more enjoyable and less lonely.

More information about Seniors Programs

NEW TO CANADA SETTLEMENT & LOCAL IMMIGRATION PARTNERSHIP (LIP)

IN THE 2025–2026 FISCAL YEAR, THE MCSS SETTLEMENT TEAM PROVIDED 586 SUPPORT SESSIONS TO PERMANENT RESIDENT CLIENTS.

These sessions included:

- Employment support
- Needs assessments
- Information and orientation services
- Community referrals
- Referrals to language services
- SWIS (Settlement Worker in Schools) services

> "I would especially like to thank you for your patience and kindness in supporting me with language. Since French is my first language, your help with translation when I needed it made everything much easier for me. Thank you again for your continuous support and encouragement. I really appreciate everything you have done for me."

BC NEWCOMER SERVICE PROGRAM (BCNSP) AND SAFE HAVEN

In 2025–2026, as a spoke organization for Archway, Mission Community Services expanded access to:

- Temporary Resident Permit holders and international students through the BC Newcomer Services Program (BCNSP)
- Refugee claimants and asylum seekers through the Safe Haven Program

Program Reach:

- 49 Safe Haven client visits (up from 32 the previous year)
- 102 BCNSP client visits (up from 60 the previous year)

These increases reflect a growing demand for inclusive settlement supports across diverse newcomer populations.



309 CLIENTS SUPPORTED THROUGH LANGUAGE SESSIONS

In response to increasing language barriers among clients, the Settlement Team expanded ***Conversation Circle*** programming in 2025–2026 through:

- Continued sessions throughout the summer for the first time, including outdoor gatherings in the park
- Partnership with Literacy in Motion in the fall

Sessions were hosted at:

- Cedar Valley Church (Thursdays)
- Local library (Wednesdays)

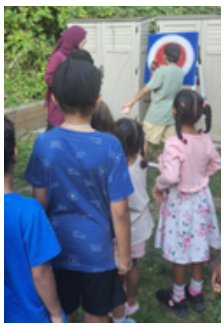
"Thank you very much for providing a conversation circle for free. This program helps people from different communities who are struggling to settle in Canada, especially with language. Through this program, people connect with others and learn a lot. Earlier, I hesitated to talk with others due to my communication skills, but because of your encouragement and support, I can now listen and speak confidently. Thanks again for your great effort—may you be blessed with happiness."

More information about Settlement Programs

COMMUNITY ENGAGEMENT & INFORMATION SHARING

The Settlement Team hosted 2 community information events with a total of 230 participants. These events provided:

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





SKILL-BUILDING WORKSHOPS FOR NEWCOMERS

Across the Settlement, Safe Haven, and BCNSP programs, 167 clients participated in 10 targeted workshops, including:

- Employment (3 workshops)
- Housing (3 workshops)
- Financial Literacy (1 workshop)
- Pathways to Permanent Residency (3 workshops)

Participants reported increased:

- **Understanding of Canadian workplace culture**
- **Knowledge of employer expectations**
- **Awareness of housing and financial systems**
- **Confidence in navigating immigration pathways**

LOCAL IMMIGRATION PARTNERSHIP (LIP)

The LIP Table experienced notable growth over the past year, with many new community partners joining regular planning meetings. A key highlight was the Culture Café held in March. This event brought together community members from diverse cultural backgrounds in a welcoming and inclusive environment. Participants engaged in meaningful intercultural dialogue, relationship-building, and community participation. The event was well attended and successfully promoted cultural diversity, inclusion, and a strong sense of belonging within the Mission community. 50 participants attended.





More information about Settlement & LIP

EARLY YEARS

MISSION 4 KIDS FAMILY PLACE

"Mission 4 Kids Family Place" continued to provide inclusive, barrier-free programming for families with children aged 0 to 6. Programs focused on early learning, literacy, school readiness, and strengthening family and community connections. Enhancements to the space—including new flooring and fresh paint—were warmly received by families.

Nature-based programming through NatureWorks at Heritage Park remained a consistent and valued offering, operating throughout the year in varying weather conditions.

SPECIAL EVENTS & COMMUNITY ENGAGEMENT

This year we added "Not a Box" which we hosted at Heritage Park. We invited families to make items out of cardboard using Make-do child safe knives. Amazing structures were made including a pirate ship and a horse drawn wagon.

MCSS staff organized public events that continued to see strong participation and community interest:

- Easter Egg Scavenger Hunt
- Teddy Bears Picnic
- Harvest Scavenger Hunt
- Breakfast with Santa

MCSS staff participated in

- Early Years Fairs (Leisure Centre)
- Riot of Reading
- Family Fun Night at West Heights

Programs at Mission 4 Kids Family Place contributed to:



Improved early literacy and kindergarten readiness



Increased parental confidence and engagement



Stronger social connections among families



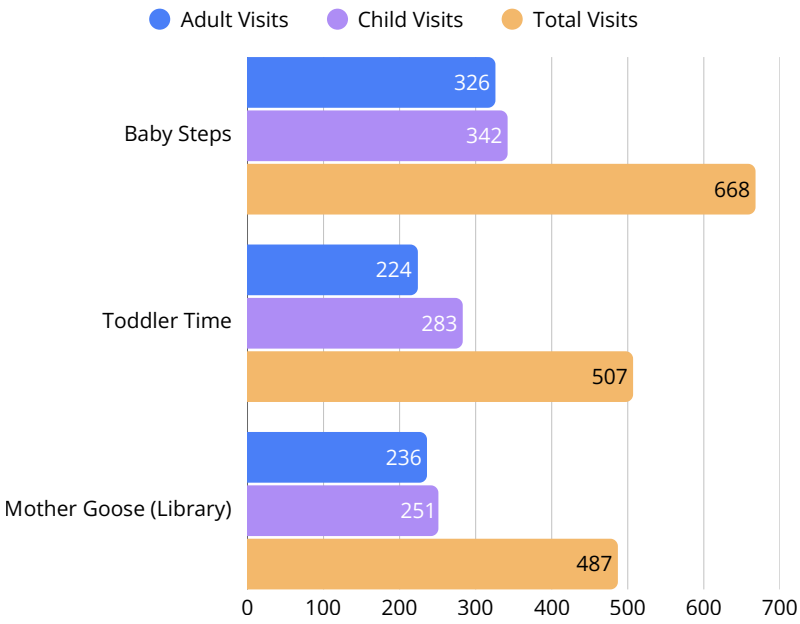
Greater access to childcare resources and supports



1,700 adult visits and 2018 children visits to Family Place. 175 unique adults, and 217 unique children participated in Family Place place programs.

More information about Early Years Programs

COMMUNITY ACTION PROGRAM FOR CHILDREN (CAPC)



Baby Steps is a drop-in program for parents and caregivers of children (newborn to 12 months of age) to exchange information, build friendships and socialize. Also includes interactive sessions with guest speakers and professionals such as infant development consultant, dental hygienist, community nurse etc.

Baby Steps saw significant growth in participation this year with many new families participating weekly.

Toddler Time offers fun and interactive activities for families with children walking to age 3 years. Runs for 50 weeks each year.

Mother Goose: Children (age 0 to 23 months) and their parents enjoy learning new rhymes, songs and stories.

Expanded Mother Goose programming increased accessibility for families by offering a program at the Library as well as a smaller group at Family place

Mother Goose at the Library (in partnership with Mission Literacy in Motion) offered 3 sessions
(10 weeks each, in-person and virtual)

MCSS offered a second "Mother Goose at Family Place" The small space was ideal for small intimate groups. 95 adults and 98 child visits.

CHILD CARE RESOURCE & REFERRAL (CCRR)

HIGHLIGHTS

98 Childcare referrals to families

104 Toy lending to parents

164 Resource boxes for childcare providers

Mission CCRR maintains a current database of all Licensed family, Licensed Group as well as Preschools in the area. Our CCRR team supports ChildCare Providers and Parents with children (0-6 years) through various resources, programs and educational workshops.

Registered families can borrow up to 2 kits containing high quality, educational and interactive toys and games through our **Toy Lending Library**

Resource lending library is available for childcare providers only. A selection of over 50 different theme kits is available to childcare providers registered with MCSS. Each kit has a combination of activities, games and circle time making planning activities for days in a childcare centre very easy.

9 WORKSHOPS I 193 PARTICIPANTS

2 FIRST AID SESSIONS I 17 PARTICIPANTS

More information about Early Years Programs

FAMILY & YOUTH SERVICES

The Family Development Response Program (FDRP) continued to provide essential support to children, youth, individuals, and families throughout 2025–2026. Guided by strengths-based, trauma-informed, and culturally responsive practices, services focused on strengthening relationships, improving safety, building resilience, and increasing stability.

CORE SERVICES

- Family and individual therapy
- Parent education and coaching
- Mediation
- Parenting support
- Life skills development
- Supervised access visits
- Support groups
- Youth justice services

2025-26 HIGHLIGHTS

Staff supported families and youth through individualized planning, strengthened community partnerships, coordinated services, parent education opportunities, Indigenous collaboration, Youth Justice supports, and participation in the Provincial Intimate Partner Violence awareness campaign, Purple Lights Night.



PARTNERSHIPS AND COLLABORATION

The program worked closely with MCFD, Xyolhemeylh, Indigenous communities, community organizations, and justice partners. Service delivery within Sq'éwlets First Nation strengthened community relationships.
The program coordinated with several other agencies during the Purple Lights Nights campaign including SARA for Women, Abbotsford Crown Counsel and the Violence Against Women in Relationships committee.
Staff were involved with the Mission Child & Youth Committee where various organizations meet to collaborate, strategize and share resources.

There were several program groups that were offered during this time. Collectively over 60 group sessions were provided through New Directions for Men (ND4M), Dad's Dinner Table and Balanced Parenting. These groups ran during the Fall, Winter and Spring and were hosted by local schools (Christine Morrison Elementary and Central Elementary).

OUTCOMES & COMMUNITY IMPACT

Families experienced stronger relationships, improved communication, increased caregiver confidence, enhanced safety planning, and greater access to support. Youth developed accountability and completed justice-related requirements.

MCFD Referrals	130
Xyolhemeylh Referrals	64
Community Referrals	15
Supervised Access Visits	676
Youth Justice Hours Completed	130

CHALLENGES AND LEARNING

High demand for services and the increasingly complex needs of the people served reinforced the importance of flexible, coordinated, culturally responsive services and early intervention. Program staff receive ongoing professional development to be better equipped to respond to these complex needs.

More information about FDRP-YS Programs

FDRP GROUPS

NEW DIRECTIONS FOR MEN (ND4M)

is an ongoing group with continuous intake. ND4M focuses on generating vulnerable discussion around 8 key topics. Topics include Core Beliefs & Behaviours, Communication Skills, Healthy Boundaries, Emotions, Anger, The Window of Tolerance, Thoughts: Truth vs. Lies, and Family Violence & Forgiveness.

DAD'S DINNER TABLE

is a family friendly group with the goal to teach families to support each other through a shared self-regulation and growth mindset language along with the associated skills that are practiced by everyone in the family. Topics include Our Brain, Our Emotions, Physical regulation, Mental regulation, Confidence, Communication, and Conflict Resolution.

BALANCED PARENTING

is an attachment-based program for caregivers with children 0-12, focusing on the needs of caregivers and children. This program invites self-reflection, offers healthy parenting skills and peer support. With Balanced Parenting participants will gain insight on balancing connection with the needs of children/self.



Stories of Impact

When I was first introduced to MCSS, I was broken not only physically but emotionally and mentally. I was desperately looking for some support and guidance. I was a single mom who was struggling with raising my kids. What [staff] did for me over the last year was truly life changing and I am forever grateful. They helped me build confidence, support me emotionally and physically. Because of them I am a different person who not only is not struggling but thriving. Thank you to everyone who has been part my journey.

"When I started with [staff], I had multiple situations that were overwhelming me and my capabilities to persevere. With no one in my corner I was really feeling hopeless and unsure if I was going to get through. After two years of support with [staff], I now feel I have a better outlook on life and have a better handle on my situation, with hope to maintain it. I can't thank [staff] enough!"

PRIORITIES FOR 2026-27

We will continue to build on our achievements by strengthening outcome reporting, enhancing and expanding family supports, fostering stronger community partnerships, improving accessibility, investing in ongoing staff development, growing program offerings to better serve diverse demographics, and deepening our relationships and collaboration with Indigenous communities.

More information about FDRP-YS Programs

HOUSING PROGRAMS

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.
- Operation with transparency and accountability.
- Preservation of dignity and respect for all residents.
- Cultivation of an environment nurturing residents' abilities to live independently and successfully.

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.

HURD STREET HOUSING

Hurd Street is a 50-bed supportive housing program that opened in October 2024. The program serves individuals who are experiencing homelessness or are at risk of homelessness, providing safe, stable housing with on-site supports to help residents maintain their tenancy and improve overall well-being.

The building includes 12 specialized complex care beds designed to support residents with higher needs, including those experiencing significant health, mental health, or substance use challenges. These units provide enhanced supports and a higher level of care coordination to ensure residents can remain housed successfully.

Hurd Street focuses on a tenant-centered approach, offering individualized supports that promote stability, dignity, and independence. Services are designed to meet residents where they are and help reduce barriers to maintaining housing.

SUPPORT AT HURD INCLUDES:

- Individualized case planning and goal setting
- Connection to health care, mental health, and community services
- Support with daily living skills and tenancy responsibilities
- Crisis intervention and ongoing emotional support
- Coordination of care for complex needs residents
- Life skills development and community integration
- Medication support (where applicable)
- 2 hot meals

Strategic Priority # 3: Strengthen Programs and Services through Community Engagement and Evaluation

Maintain excellence in core service areas such as second-stage housing

Hurd Street Housing program demonstrates strong housing stability outcomes, with an exceptionally low eviction rate of approximately 0.1%

This reflects the effectiveness of the support model and the focus on proactive engagement and wraparound services.

More information about Housing Programs

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RIVENDELL SUPPORTIVE HOUSING

Rivendell is a 44-bed transitional supportive housing program that opened in 2010 and is funded by BC Housing. The program serves adult men and women who are experiencing homelessness or who are at risk of homelessness, providing a structured, safe, and supportive living environment where residents can work toward increased stability and independence. This program is designed to meet the complex and diverse needs of individuals who may be facing multiple barriers to housing, including health challenges, mental health concerns, and social isolation. Staff provide ongoing support focused on housing stability, life skills development, and connection to community resources.

SUPPORT AT RIVENDELL INCLUDES:

- Individualized case planning and goal setting
- Assistance with daily living skills and routines
- Connection to medical, mental health, and social services
- Medication support (where applicable)
- Crisis intervention and ongoing emotional support
- Support with housing applications and transition planning
- 1 hot meal

Rivendell plays an important role within the local housing continuum by providing stabilization and support for individuals at critical points in their housing journey, helping to reduce homelessness and improve overall community well-being.







A key goal of Rivendell is to assist residents in moving toward more permanent and independent housing. Each year, approximately 9% of residents successfully transition into market housing, reflecting the program's focus on building stability, independence, and long-term housing outcomes.

Approximately 25% of Rivendell's residents are seniors meeting an urgent need for seniors housing within the community.

Many residents benefit from enhanced supports delivered through strong partnerships with external service providers. These include home health services, mental health supports, and other specialized community-based services that help residents maintain their health and well-being while living in a supportive housing environment.

A RIVENDELL STORY OF IMPACT

Prior to accessing service	Support Provided (Helping People)	Outcome (Changing Lives)	Building Community
T was staying at our emergency shelter (Haven). They spent a fairly short amount of time there and staff assisted them in filling out the application for Supportive Housing at Rivendell. T was accepted into the program once their financial matters were in order.	Once T settled in, they worked with our staff for goal planning. They joined the cooking club, received assistance with a Leisure center pass, and also received assistance with their application for permanent disability. Staff have also assisted with doctors appointments and follow ups for a medical condition.	T has met a lot of goals to date. They are actively going to the Leisure Center every day, sometimes twice, for exercise, swim and yoga. T cooks a hearty meal everyday and offers pointers to fellow residents. T is experiencing improved health and socialization. They enjoy writing and narrating short stories, fishing and cooking.	During spring-summer, T learned how to take care of their own tomato plant from a co-resident. T's next goal is to pursue part time work. T encourages others to do well for themselves by sharing their experiences with their peers.

More information about Housing Programs

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EMERGENCY SHELTER & WINTER BEDS

Haven Emergency Shelter delivers strong value as a front-line resource, advancing stability, health, and housing outcomes for individuals with significant barriers, while strengthening the local homelessness response system.

Haven continues to serve as a critical access point for individuals experiencing homelessness in Mission. Through low-barrier, 24/7 operations, the program delivers essential safety, stabilization, and pathways to housing for individuals with complex needs.

Ongoing staff training and established protocols ensure safety and program quality. A harm reduction approach supports wellbeing, with reduced substance use observed among some clients.

Haven emphasizes relationship-based, trauma-informed care. Staff prioritize trust-building and consistent engagement, with 23% of clients participating in case planning alongside broader informal supports.

1,643	bed nights delivered (24/7 shelter access)
1,464	client supports provided
46	individuals successfully housed
678	partner service visits
23%	shelter guests engaged in case planning

STRATEGIC PRIORITY # 3: STRENGTHEN PROGRAMS AND SERVICES THROUGH COMMUNITY ENGAGEMENT AND EVALUATION

Explore partnerships and collaborations with other organizations to expand impact.

Strong partnerships with IHART, ICM, Fraser Health, and housing providers generated 678 on-site service visits, improving coordinated access to care and housing pathways.

Temporary Winter Bed Program runs at Haven between October 1 – April 30)

Increased winter shelter capacity helped reduce cold-weather risk and ensured vulnerable individuals had consistent access to safety and essential supports.

Haven expanded capacity by 10 beds over 212 nights, providing up to 2,120 additional bed nights during the winter season. A total of 1,305 individuals accessed the program (1,031 men, 274 women), with average nightly occupancy of approximately 6 individuals and peak demand during extreme weather. Turnaways increased to 134, compared to 23 the previous year, highlighting growing demand for shelter services. In addition to safe overnight shelter, clients received dinner and breakfast, along with access to showers and laundry services. The program maintained a low-barrier, client-centred approach and played a key role in reducing exposure risks and supporting community winter response efforts.

More information about Housing Programs

Employment Readiness Program

The Employment Readiness Program (ERP) provides participants with meaningful, hands-on work experience while supporting the maintenance and improvement of housing, shelter, and community facilities. Through practical employment opportunities, mentorship, and skill development, participants gain valuable workplace experience in construction, maintenance, landscaping, and facility operations in housing and shelter environments for clients across MCSS. In addition, United Way has supported the ERP by opening up 8 positions for residents to work with MCSS creating opportunities of growth in life skills and the workplace.

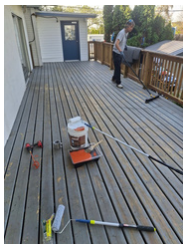
PROGRAM HIGHLIGHTS

More information about ERP

Facility Maintenance and Improvement Projects

During the reporting period, ERP participants completed a wide range of maintenance, renovation, and landscaping projects across MCSS sites. Key accomplishments included:

- Renovating and preparing client rooms at Rivendell, including painting, drywall repairs, flooring, and flood restoration work.
- Completing the Shelter men's washroom renovation and supporting ongoing facility upgrades.
- Installing two new washing machines and two gazebos at the Shelter, improving services and outdoor spaces for residents.
- Completing roof repairs and clean-up projects, including work at 3rd Avenue and Rivendell.
- Installing and repairing sinks, assisting with security upgrades, and supporting building access control improvements.
- Providing lawn care and grounds maintenance at multiple MCSS locations and expanding seniors' lawn care services.
- Establishing and maintaining the Rivendell community garden with support from clients and volunteers.
- Maintaining MCSS vehicles through seasonal servicing, tire changes, and oil changes.
- Supporting grant-funded improvements, including fencing, gates, gazebos, and storage infrastructure projects.



Deck repair at Rivendell



Flood restoration at Rivendell



Gazebo at Shelter



Roof repair at Family Place



Flooring at Food Centre

Workforce Development

ERP remained focused on **creating meaningful training opportunities** while helping participants build confidence **and transferable employment skills.** Supported by the **United Way BC Work Experience Opportunities Grant (WEOG),** new participants were onboarded and trained while existing participants continued developing practical job skills through hands-on projects.

Program participants gained experience in:

- Painting and finishing work
- Drywall repair and installation
- Landscaping and grounds maintenance
- Equipment installation
- Facility maintenance and repairs
- Workplace safety practices
- Teamwork and project coordination

Interdepartmental Collaboration and Community Impact

ERP participants make valuable contributions to community members through lawn care and landscaping services, moving assistance for individuals transitioning into housing, and light maintenance support within program spaces. These services empower vulnerable individuals by maintaining dignity, comfort, and stability. **In the reporting period, the ERP expanded senior lawn care services, receiving positive feedback from community members who benefitted from the program.**

OUTREACH PROGRAMS

Homelessness Prevention and Homelessness Outreach Programs

HOMELESSNESS PREVENTION PROGRAM

HPP

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.** Whether it's finding housing, navigating rental processes, or accessing essential support services, our team is committed to ensuring that everyone we serve has the resources they need to thrive.

HOMELESSNESS OUTREACH PROGRAM

HOP

MCSS actively connects with individuals experiencing homelessness through an outreach initiative, effectively closing gaps and raising awareness about the services accessible to them. Through networking, advocacy, and collaboration with partners such as the City of Mission, RCMP, and other service providers, we work tirelessly to support our community members on their journey towards stability and security.

Between April 2025 and March 2026, MCSS received 114 HOP applications and completed 139 HPP applications and client reviews. Staff supported 66 households in securing housing, including 39 households assisted through rent subsidies, while distributing over $117,600 in housing assistance through 301 rent subsidies.

Community Outreach staff also facilitated hundreds of connections to essential services, including 370 housing referrals, 223 food bank referrals, 204 outreach self-referrals, 195 Ministry referrals, 195 Hope Central referrals, and 136 mental health support interactions. Through proactive engagement, advocacy, and service navigation, the program continues to reduce barriers and connect vulnerable community members with housing, healthcare, and social supports.

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 2025 and March 2026, ECG Ambassadors completed 391 shifts and engaged in approximately 4,855 community interactions. Teams safely collected 655 sharps, removed 976 lbs of garbage, and collected 710 recyclables throughout Mission. The program distributed $16,328 in participant stipends, giving those with lived experience community connection and a chance to see their skills as valued while contributing to cleaner and safer public spaces.

More information about Outreach Programs

OUTREACH PROGRAMS

Mobile Community Outreach Unit (MCOU)

The MCSS Mobile Community Outreach Unit (MCOU) is a fully equipped healthcare clinic on wheels, bringing essential medical and outreach services directly into the community. Staffed by dedicated outreach workers and volunteer physicians, the MCOU helps reduce barriers by offering accessible care where it's needed most. We operate on a weekly schedule, visiting various neighborhoods and community spaces across Mission.



Between April 2025 and March 2026, the MCOU visited 80 locations throughout Mission and facilitated 476 medical appointments, providing healthcare access directly within the community. The team distributed 41 resource packages, 50 food items, 10 bus tickets, and 6 naloxone kits, while also conducting 50 community awareness and educational tours.
By bringing healthcare and outreach services directly to individuals facing barriers, the MCOU continues to serve as a vital connection point to medical care, social supports, and community resources.

Food Centre

Through a combination of food distribution, emergency supports, volunteer engagement, and community partnerships, the Food Centre continued to play a vital role in addressing food insecurity and supporting the health and well-being of Mission residents.

EMERGENCY HAMPER 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

DAY BAG A Day bag, often handed out to people accessing services on foot or by bike, costs around $7–$10.

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

Kindly Note: As of June 2026, the Food Centre Program is no longer operational and has been replaced by ***Nourish Mission for emergency hampers.*** Camper Hampers & Day bags are given put through Outreach.

Between April 2025 and March 2026, the MCSS Food Centre continued to provide essential food security supports to individuals and families throughout Mission. During the year, the program distributed 3,541 adult food hampers, 653 emergency hampers, 877 daybags, and 291 camper hampers. In addition, the Food Centre supported 10 seniors through targeted food assistance initiatives.

More information about Outreach Programs

COMMUNITY RELATIONS

Our Community Relations team is actively engaged in Fundraising Initiatives such as "Community Fun Day" and "Christmas Bureau"; Volunteer Recruitment and Engagement, Branding and Promotion as well as Community Events such as Tax Clinic, Volunteer Appreciation and many more.

Our **Tax Clinic** ran for 9 days in March-April 2026

More information about Community Programs

Our CRA certified Tax-Preparers provided free services to

625 Mission residents with modest income;
an increase of 100 files than last year

COMMUNITY FUN DAY

In July 2025, MCSS hosted our first MCSS Community Day.
The event was a tremendous success, raising over $10,000 and welcoming more than 550 community members for an evening of family fun. Guests enjoyed a live band, face painting, a Bhangra dance performance, a BBQ, and a monster foam party. Our silent auction ran for a month featuring an impressive selection of offerings.





Proceeds support Community Programs such as Food Centre, Mobile Community Outreach Unit (MCOU) and Engaged Community Guides (ECG)

THANKING OUR SPONSORS FOR THEIR GENEROUS CONTRIBUTIONS

Annual Report 2025-26

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CHRISTMAS BUREAU

Over $260,000* worth of goods distributed

*Assessed value of gift allowance is $250 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.

TESTIMONIALS FROM 2025

Thank you guys immensely I really needed the help this year as I was off work due to injuries. I really appreciate everything you guys have done for my family. Every little bit helps. If there would be anything I could offer as feedback would only be that there wasn't much for older kids. But I am absolutely not complaining about that at all. Again thank you and hope you and all-our families had a wonderful Christmas and New Year

Hi, I've been using the toy bank and the food program through Mission Community Services for the past few years. I've had such a positive experience with their generosity, and all the staff are genuinely polite and helpful. I wouldn't have been able to have such a wonderful Christmas with my children if it wasnt for the kindness and dedication from everyone ❤️ thank you. You are very appreciated
Merry Christmas and a happy new year 🎉

399 applications approved

281 food hampers picked up

702 children received toys

1,345 individuals received essential holiday assistance

360 hours of Volunteer Service

Holiday events

- Christmas Bureau Launch
- 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
- "Sip For" at the Penny Coffee
- Full sized product by donation at So Luxury
- 50-50 Christmas Raffle









More information about Christmas Bureau

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HEARTFELT THANKS TO OUR REGULAR DONORS AND LOCAL BUSINESSES FOR THEIR GENEROUS DONATIONS AND SUPPORT

The Pantry Natural Foods Ltd.	Transwood Timber	Mission Public Health Unit
Bryan & Lil Bodell	Dr. Ian Graham	Betty McMahon
Rebecca Brisson	Willam & Bonnie Hamilton	Stanislaw Majewski
Brenda Buker	Mary Hofer	Michèle Nash
Matt & Kathryn Di Tommaso	Wim Kerkhoff	Judith & Fred Reynolds
Peter & Lynette Ens	Diane & Ralph Kruger	Clancy & Randy Scherier
Alan Enser	Jacoba Kuppasamy	Mike & Terry Waterson
Nick Field	Amber Magee	Lisa Warkentin
		Tim Zubick

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

ONWARDS & UPWARDS

Looking ahead, as **Mission Community Services Society (MCSS) approaches its 55th anniversary** in December 2027, the Society remains committed to responding to the evolving needs of the community with compassion, innovation, and collaboration. Continued investment in community-driven solutions, culturally responsive programming, and sustainable funding will be key priorities as MCSS works to ensure that no one in Mission is left behind. By listening to community voices and adapting to emerging challenges, MCSS is well-positioned to deepen its impact and foster a stronger, more resilient community in the years ahead. We are excited to share with you some remarkable opportunities that can help enhance the quality of life for some of our citizens:

Family Place Saturday Drop In

The launch of the Family Place Saturday Drop-In reflects MCSS's commitment to developing responsive programming that meets the changing needs of the community. By offering a weekend drop-in opportunity, the program provides families with young children a welcoming space to connect, learn, play, and build supportive relationships outside of traditional weekday schedules.

The program directly supports the Strategic Plan priority to ***Innovate Programs and Services to Meet Emerging Needs*** while also advancing Community Engagement and Inclusion. Since its introduction, the Saturday program has generated strong interest from families seeking accessible opportunities for social connection and child development activities. By reducing barriers to participation for working parents and caregivers, the program is helping more families access the support, resources, and community connections that contribute to healthy child development and family well-being.

Intergenerational Storytime

Once Upon a Storytime Drop-In, brings together young children and local senior volunteers through the timeless joy of storytelling. Designed for children ages 2–6 and their caregivers, the program creates meaningful opportunities for intergenerational connection while supporting early literacy, language development, and social engagement.

This innovative program aligns with MCSS's strategic priorities of ***Strengthening Programs and Services Through Community Engagement*** and ***Evaluation and Innovating Programs and Services to Meet Emerging Needs*** by creating a welcoming space where seniors can share their experiences and knowledge while young children build foundational literacy skills. As participation continues to grow, the program is fostering stronger community connections, reducing social isolation among older adults, and creating memorable learning experiences for families.

Nourish Mission

Nourish Mission is a choice-based food program for low-income residents of Mission, providing access to pantry staples and essential items in a way that promotes dignity and independence. Through a one-time annual registration process, the program streamlines access to multiple supports, eliminating the need for separate applications for Nourish Mission, the Christmas Bureau, and the Farmer's Market Coupon program. This integrated approach reduces barriers and ensures that individuals and families can more easily receive the resources they need throughout the year.

This innovative, client-centred approach aligns with MCSS's strategic priorities to **Strengthen Programs and Services Through Community Engagement and Evaluation** and **Innovate Programs and Services to Meet Emerging Needs** by creating more accessible, coordinated service pathways.

With 1 in 6 residents of Mission living at low income cut off (LICO), Nourish Mission is becoming an increasingly valuable community resource, ensuring individuals and families can access essential supports more efficiently while preserving dignity and fostering self-sufficiency.

Ways to Support

Nourish Mission relies on donations from the community at large to serve Mission residents in need.

Wishlist Flour Sugar Rice Lentils Tea/Coffee Peanut Butter Pancake Mix

Drop off Locations MCSS Main Office: 33179 2nd Ave, Mission
MCSS Family Place: 33313 3rd Ave, Mission

More information about Nourish Mission

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