



ANNUAL REPORT

2007/2008



PACIFIC COMMUNITY RESOURCES

The agency is a CARF accredited, innovative, not-for-profit society serving the community since 1984.

We deliver over 30 different programs including Education, Housing, Employment, Counselling, Life Skills, and Addictions Services in the Vancouver Coastal and Fraser Regions. Our programs serve people of all races and cultures, and in particular, most of our services are designed for youth, families, children and adults with multiple needs.

We serve over 20,000 individuals annually, and employ 200 diverse staff.



PACIFIC COMMUNITY RESOURCES

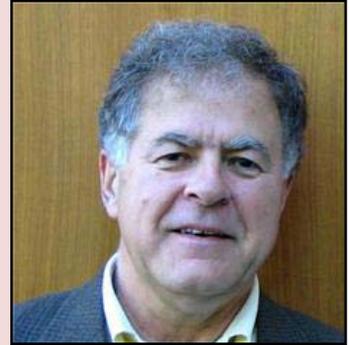
Our vision is one of healthy, civic and productive people living in socially sustainable, safe and caring communities.

Our mission is to enhance the social, emotional, educational and economic well-being of children, youth, adults, and families through the delivery of quality services in partnership with other agencies, government, business, and communities.

PRESIDENT'S MESSAGE

Joseph Breau

This past year has been special in many ways. We were afforded the opportunity and the reason to celebrate past accomplishments and take a peek at the early beginnings of PCRS. This came in the form of the retirement celebration for Ruth Annis earlier this year. In so doing we realized just how much has been accomplished over the 24 year period under Ruth's leadership. We owe her a debt of gratitude for her tireless energy and commitment she gave to the children, youth and families we serve throughout those years.



We are also very fortunate to be celebrating a new beginning under the leadership of Ian Mass. In the process of working with Ian in his first six months in the organization, the board has had the opportunity to become more engaged in discussions about future directions and opportunities. In looking forward and outward the board sees opportunities to become more involved in a number of areas, in ways that can be a benefit to the on-going success of the agency.

We will continue to value the past, being thankful for the solid foundation that has been built by many. However, it is essential that we continue to grow and evolve to meet the challenges that we will no doubt have as we move forward. We believe that we have all the ingredients for success; we have been fortunate to recruit a new Executive Director with a leadership style that fits with PCRS's leadership model, we have a competent and committed management team and a strong supporting cast on the ground and have recently been awarded a three year accreditation.

As always thank you to the board directors for their commitment and support; thank you to the staff for the incredible work they do every day; congratulations to the children, youth and families for their achievements in this past year.

EXECUTIVE DIRECTOR'S MESSAGE

Ian Mass

It is truly an honour to lead an organization that has 24 years of award winning programs, to be back in an environment where offices are full of children, youth, families and staff learning and living, having fun through difficult times and where the Board and staff see that working with them to uphold and renew the values and service delivery principles of Pacific Community Resources is my most important job.



We have our veteran programs (and staff!), our re-emerging residential programs, employment and community programs that give youth motivation and jobs and adults connections back into the community, youth centres that are alive with activities and services, youth housing that is gaining tremendous momentum, alcohol and drug programs that quietly go about winning awards and accolades, emerging FASD cutting edge strategies and the hardest working administrative staff around. PCRS is alive with innovation and ideas, many old and wise, others with great youthful vitality along with our share of hairbrain schemes. Yes we have our issues, who doesn't, but it feels like home. The annual report is a time to celebrate our compassionate and understanding work with children, youth, families and community and make a resolution to do even better next year.

As Martin Brokenleg, an elder and inspiration for many of us says, we work at making sure that we all have, as individuals, families, community and as an agency, significance and belonging, competence, power within ourselves and virtue.

My thanks goes out to all who help to make this possible, our volunteer board, our staff, our partners and funders and finally to the children, youth and families we work with. I hope you can say we made a difference for you.

YOUTH RESOURCE CENTRES

Broadway Youth Resource Centre (BYRC) is a one-stop centre that provides a wide range of health, education, employment, lifeskills and cultural services to at-risk youth aged 12 to 24. BYRC's overall objective is to improve the health and well being of at-risk youth in Midtown Vancouver. BYRC is an integrated service approach delivered by several not-for-profit agencies; PCRS (as the lead agency), Urban Native Youth Association (UNYA), Boys' and Girls' Club of Greater Vancouver, City University, Leave Out ViolencE (LOVE), Vancouver Community College (VCC), Vancouver Native Health Society and all three levels of government: Federal (Service Canada, Industry Canada, HRSDC), Provincial (Ministry of Children and Family Development, Ministry of Public Safety and Solicitor General, Ministry of Employment and Income Assistance) Vancouver Coastal Health) and Municipal (City of Vancouver). The walk-in component of the Centre served approximately 2,500 different youth, with over 11,521 contacts in 2007/08.

The Transition to Adulthood Program (TTA) at BYRC, funded by the Ministry of Children and Family Development, assists 13 to 18 year old adolescents in developing the life skills necessary to make successful transitions to living independently. The service provides



outreach counselling, information and goal setting on a one-to-one basis, groups, after hours support and access to BYRC programming. The program assists youth in gaining the skills to find and maintain safe/affordable housing, learn to budget, address barriers to high school/training attendance, learn job search skills, etc. In 2007/08, TTA provided service to 58 youth. Approximately 89% of youth served were able to find housing in spite of multiple barriers (extremely low income, housing costs, low vacancy rates, no references, poor presentation skills, competing for housing with employed adults, pets, etc.). At the time of discharge approximately 70% of youth had improved overall functioning.

The Aboriginal Youth Victim Support Services at BYRC, is funded by the Ministry of Public Safety and Solicitor General. The service helps provide support and services to youth between the ages of 12 to 24 by way of information sharing, emotional, spiritual, and other practical assistance to help reduce the risk of re-victimization. In addition, support is also offered to the families of the victims. The Aboriginal Youth Victim Support Worker uses Aboriginal and non-Aboriginal intervention approaches when providing services.

They also work closely and liaise with the city police, the criminal justice system and other victim service providers including the First Nations community and Elders. Having served over 70 youth in the 2007/08 year, and being the only Aboriginal Youth Victim Support Service Worker in the Lower Mainland, there has been an overwhelming response.

CREATING OPPORTUNITIES FOR YOUTH

Pacific Community Resources is committed to fostering youth participation and leadership, by giving youth an active voice in defining services.

We also create volunteer opportunities for marginalized youth who are ordinarily denied access to these opportunities, in the recognition that this can be the best stepping-stone to employment and other successes.

The Vietnamese Youth Development Program (VYDP) at BYRC, funded by the City of Vancouver, assists Vietnamese youth who live in Vancouver with integration into Canadian society and prevent their involvement in marginal or illegal activities. Together with youth, program staff identify the needs and concerns of Vietnamese youth for the purpose of implementing relevant, accessible, social, educational, recreational, leadership and volunteer opportunities for them. The VYDP serves primarily, but not exclusively, Vietnamese youth between the ages of 12 to 24 of diverse ability, gender, sexual orientation and religious or cultural beliefs. Although the focus is on Vietnamese youth, the VYDP also works with the youth's families, caregivers and the broader Vancouver Vietnamese Community to provide comprehensive services.

The Youth Housing Program at BYRC supports and assists youth in finding and maintaining housing. We advocate, inform, and mediate issues between landlords and tenants; maintain a youth housing registry for Vancouver; supply up-to-date housing listings for the four youth hubs in Vancouver. The program offers groups for youth in financial literacy and life skills. Over the 2007/08 fiscal year the program initiated the development of supported housing suites scattered across Vancouver to house youth under 19 and a female specific program for women over the age of 19. This program is funded by Ministry of Children and Family Development.



As a stepping stone toward further successes, the **Youth Volunteer Program** provides youth the opportunity to take part in activities and events that support not only BYRC, but the community as well. Upon completion of 50 volunteer hours, youth receive a non-cash honorarium for training courses or personal items such as clothing, groceries, etc.

The Youth Advisory is open to all youth who attend at BYRC. The group meets on a monthly basis to share ideas, address concerns, discuss possible projects and share their vision and strengths and help guide

the direction of BYRC. Participating youth have shown leadership through speaking at various conferences and other public events; grant writing, and providing their voice on issues that impact youth. The Youth Volunteer and Youth Advisory programs are supported by Vancouver Coastal Health's SMART funds and a grant from Coast Capital Savings.

Eagle High is an off-site component of Midtown Youth Services/BYRC in a 25 year partnership between the Ministry of Children and Family Development, the Vancouver School Board, and PCRS. Eagle is a special education/ counselling program for 30, grade 8 to 10 students, who require a significantly greater level of support available in regular high school classrooms or other alternate programs. They integrate an academic component with individual and group counselling, recreation, and cultural activities. The program provided service to 38 youth in 07/08. In spite of long student histories of school failures, **74% of students achieved academic progress (earned course work credit), and 79% improved behavioural stability (including reducing high risk behaviours).** The results far exceed outcomes for other at-risk youth served by the child welfare system facing a similar range of learning and social barriers.

Newton and Guildford Youth Resource Centres (NYRC and GYRC)

The **Surrey Youth Resource Centres** provide a broad range of services, to at-risk youth from the Surrey area. The Centres provide, alternate education programs, alcohol and drug counselling through the Astra Program, and alcohol and drug prevention (funded by Fraser Health), family mediation and brief counselling, independent living skills for youth in transition to independence, parent support groups through "Parents Together" (Boys' and Girls' Clubs of Greater Vancouver), Reconnect Services to street youth, services to sexually exploited youth, Youth Justice Services, youth mentorship programs, and arts/culture/recreational programming. The centres are largely funded by the Ministry of Children and Family Development, and work in significant partnership with OPTIONS Services to Communities Society. Other partners and funders include the Surrey School District, Fraser Health, Boys' and Girls' Clubs of Greater Vancouver, Community Justice Initiatives, and many other community donors and service partners. The centres provide services to just over 450 youth monthly.

The FYI: Family & Youth Information and Support for FASD and Complex Needs Program (FYI)

at GYRC provides information, support, advocacy, service coordination and partnership to families who have a youth (ages 12-19) with an FASD or Complex Need diagnosis or are on the Fraser Health Assessment Network (FHAN) wait list for assessment.

The FYI Program works in partnership with families and community partners to meet the needs of FASD/Complex Need youth. The program also provides consultation to community service partners to enhance knowledge of the effects of FASD. In 2007/08, the FYI program provided direct service to 17 families. The program offered 10 Parent-to-Parent Support Groups, participated in 37 group intervention and 21 public provider training/information sessions.

The Immediate Response Program (IRP) at NYRC is a strength-based brief intervention program for youth and their families. **The goal is to assist them come up with solutions to the problems that have produced stresses in family unity.** The objective is to support everyone in the family by dealing with concerns promptly and in a way that encourages the family to be connected to their community. This is done over a period of eight weeks. IRP goals in 2007/2008 included providing brief intervention to families in crisis with the overall goal of preserving family unity and to assist youth to stabilize and connect to school, work or community resources that improve the individual and familial functioning.



PARTICIPATION IN ADVOCACY

Child Welfare League of Canada
First Call: BC Child and Youth Advocacy
BC Alliance for Mental Health and Addictions
BC Association of Substance Abuse Programs
Vancouver Four Pillars Coalition
Homelessness Task Force Surrey
Vibrant Surrey
ASPECT
BC Career Management Association
Federation of Child and Family Services
NETWERCC
WCB Youth Safety Taskforce
Surrey Urban Renewal
Chilliwack Social Issues Committee

The S.E.Y. (Stop Exploiting Youth) Program

at GYRC connects with youth in Delta, Langley, Surrey, and White Rock who are vulnerable to sexual exploitation and who do not currently reside in MCFD resources. The objective is to assist exploited youth in making positive changes, and helping them achieve stability in their lives.

The Reconnect Program at GYRC primarily utilizes street outreach to identify, make contact with and establish relationships with youth engaged in street activity or living on the streets. Reconnect assesses and works to mitigate risk, supports youth to explore options, coordinates services, provides follow-up, and where appropriate, repatriates youth with their family and/or home community. Within this significantly hard-to-reach youth population, 48% of youth attached to SEY and Reconnect reported making progress on their goals for service, and 42% reported learning new skills or making significant positive change in their lives.

Kinnections at NYRC is a new program that started in the summer of 2007. This program matches adult volunteer mentors with youth coming out of the care of MCFD. Kinnections serves the entire South Fraser Region which is Surrey, Langley, Delta, White Rock. The program goal is to create a broader support network for youth leaving care by creating a commitment to create a long lasting relationship.



The Surrey Housing Program assists youth aged 16 to 19 in finding, securing and maintaining safe, appropriate and affordable housing. In addition, the program serves to better the relationships between youth tenants and landlords in the community by facilitating conflict mediation and advising on tenancy rights. Of the 122 total served clients, **82%** have been placed in safe, temporary or long-term housing.



The Bridgeview Youth Lounge, a partnership with the Bridgeview Residents' Association, Surrey Parks, Recreations and Culture, and the United Way of the Lower Mainland provides a social recreation outlet for youth in an under-served Surrey community. The program actively encourages youth voice and ownership in planning and programming through a youth advisory. A core group of approximately 40 youth attend activities on a regular basis. Based on Leadership and input provided by the youth advisory, the program was successful in receiving funds for a youth employment and community work project that resulted in over 25 youth involved in neighbourhood beautification

and community projects, providing them with a chance to play a leadership roles in their community, employment and leadership skills development, part-time employment, community pride, all stepping stones to success.

SCHOOLS

TREES serves 20 students between the ages of 13 to 15, living in the Surrey School District. These students have been unable to succeed in the regular or alternate school programs for a variety of reasons. They may have been absent from school for some time, considered “at-risk”, have serious family difficulties, or present with serious behaviour and/or learning challenges. The program combines individual accredited academic programming along with recreational activities and individual, group and family counselling.

KEY is an alternate school in the Surrey School District that combines academic programming and recreational activities with individual, group and family counselling services. The program serves 10 students between the ages of 16 to 18, living in the Surrey School District. These students have been unable to succeed in the regular or alternate school programs for a variety of reasons. They may have been absent from school for some time, considered “at-risk”, have serious family difficulties, or present with serious behaviour and/or learning challenges.

AGE (Adaptive General Education) is a youth justice education program for at-risk youth, aged 13 to 16 delivered in partnerships with the Ministry of Children and Family Development (MCFD) and the Surrey School District. AGE provides educational and individual counselling and support, as well as recreational activities. 85% of the students attending AGE are consistently engaged with their assigned class work – a very positive outcome within a court ordered student population.

LINKS (Learning to Integrate New Knowledge and Skills), funded by the Ministry of Children and Family Development and the Surrey School District, is a Youth Justice Day program for 15 youth, ages 13 to 18 who are currently on probation and live in the Surrey area. The program operates year-round, offers an academic component (September to June), and full year recreation, art and social skills, transportation and a hot lunch program, employability skills development, community connections and support to attend professional appointments and follow through on commitments.

West Coast Alternate is an alternate high school specifically for youth between the ages of 13-18 years, who are living with a Fetal Alcohol Spectrum Disorder diagnosis. The program is operated in collaboration between Pacific Community Resources and, the Vancouver School Board and Vancouver Coastal Health. The purpose of this program is to reduce the long-term individual and societal impacts of Fetal Alcohol Spectrum Disorder (FASD) by educating and socializing youth so that they can integrate in society with (optimal) support. West Coast Alternate offers a supportive educational and behavioural environment for individuals whose needs cannot be met in a regular school program, even with necessary modifications. Students in this program are provided with friendly, skilled academic and social supports, in a safe location to meet their academic and social goals. Pacific Community Resources provides one youth and family counsellor who provides daily behavioural support to the students including life skills, recreational, and community activities. Along with our part time Program Coordinator the youth and family counsellor also maintains regular contact with the families and caregivers of the students.



The Astra Program assists youth aged 13 to 18 who have demonstrated problems with alcohol and/or drug use. The 5 member team of counsellors provides services for youth across a broad geographic region: Pitt Meadows/Maple Ridge, Surrey, Delta, Ladner, Tsawwassen, Cloverdale, Langley, Aldergrove and Chilliwack. The program accepts self-referrals as well as referrals from other youth serving agencies, schools, family members, friends and MCFD. In 2007/08, Astra provided direct counselling services to 429 youth.



Upon formal discharge, 82% of these youth made positive changes in their substance use. 55% youth noted that there was improvement in their emotional/mental health. Astra also provided brief service and/or drug awareness services to 250 youth.

The Prevention Program operates 2 distinct services with a staff of 5 team members. School Based Prevention operates in Sequam Secondary School (Ladner), South Delta Secondary School (Tsawwassen), Delta Secondary School, Aldergrove Community Secondary School, A.D. Rundle, and Chilliwack Middle School. Community Based Prevention operates throughout Surrey. In partnership with youth, parents, schools and surrounding communities, the program develops and implements local alcohol, tobacco and other drug prevention programs and activities that encourage healthy lifestyle choices. The program provides education groups, harm reduction groups, alternatives to school suspension and a 4 day prevention camp in the summer. In 2007/08, individual counselling was provided to 482 youth, 121 classroom presentations were completed, 52 education groups were facilitated, and staff assisted and participated in 49 community

activities and events. A summer camp was held with 40 youth attending.

CAPS provide effective and coordinated alcohol and drug prevention, intervention, and treatment services for children, youth, and families living in Chilliwack. CAPS has a cognitive-behavioral and bio-psycho social orientation that matches people to programming based on their needs and/or "readiness to change" that is built around the Transtheoretical Model of Change.

Pacific Connections is a mobile needle exchange program that provides outreach services in several community locations. Needle exchange and condom distribution services operate from a recreational vehicle located at designated sites in both Chilliwack and Sardis and outreach services are provided to individuals living in Hope and Boston Bar. Pacific Connections is integrated with other PCRS alcohol and drug prevention and addiction services and clients requesting health, employment, detoxification or treatment services are referred to appropriate resources.



Project ID works to enhance the quality of services available to gay, two spirited and men who have sex with men in the eastern Fraser Valley. Project ID is quantifying and identifying the needs of the at risk population so that health services can engage in



effective prevention campaign planning and help develop appropriate services. The program identifies participants through word of mouth, referrals from appropriate agencies, web based sources and media recruitment strategies.

The Day, Evening, Weekend for Youth (D.E.W.Y.) Program is a day treatment program for youth aged 13 to 18 who have substance misuse problems. DEWY provides youth with

resources, education, support, community, and alternative choices to drug and alcohol use. The goal of the program is to assist youth to reduce their substance use or abstain from substance abuse. The program offers individual and group counselling, recreational activities, and an aftercare program. New Westminster DEWY now has over 100 graduates. In 2007/08, 70% of the graduates chose abstinence and 30% of the youth worked towards harm reduction with their substance use goals. DEWY combined with Fraser Health Burnaby Addictions and provided peer leadership training with 9 youth completing training. In 2007/08, 18 youth graduated from New West DEWY.

SOCIAL IMPACTS OF OUR SERVICES:

- decreasing isolation
- decreasing homelessness, and securing safe, affordable housing
- reconnecting youth to schools and academic achievement
- academic upgrading for young people who have dropped out of school
- building drug and alcohol prevention and awareness
- reducing dependence on drugs and alcohol
- protecting children and youth
- developing parenting skills
- enhancing early childhood development and infant immunization
- attachment to the labour force
- strengthening connection with community



Five DEWY pilot projects were funded in 2007/08: Abbotsford, Tri-Cities, Ridge Meadows, Chilliwack and Langley. A total of 33 youth graduated in the 4 communities. All of those youth noted that their drug use had improved as a result of the participation in DEWY. Similarly, of the youth who had reported difficulties with emotional/mental health, the majority had improved their situation by the time they had graduated.

EMPLOYMENT and COMMUNITY ASSISTANCE SERVICES

This year was an extremely challenging year for **Employment and Community Assistance Services** at PCRS. We integrated the two components of the service area to prepare for the devolution of Service Canada federal employment programs to the province of BC's, Ministry of Employment and Income Assistance. This restructuring provides an integrated continuum of programming from pre-employment life skills counselling to career planning. There was considerable staff turnover requiring the development of innovative human resources strategies and partnerships which resulted in an award from the Business Development Bank at the "Shifting Directions" Conference in September 2007.



In addition, John Coward, the Manager of Employment Services was nominated by staff for the Career Practitioner of the Year Award at the Career Development Conference in March 2008 and Alison Ireland became one of the first Certified Career Development Practitioners in BC.

The service area also enhanced our ability to develop new counselling methodologies for the 21st Century through the launching of our Passport to Work website, the content development as well as the introduction of the on-line "Ask a Counsellor" feature of the BC Work Info Net Youth Site.

Staff from the agency played an active role in the Homelessness Count in Surrey and Vancouver, and played an active role in advocating on behalf of multi-barriered individuals on income assistance.

The Surrey Youth Job Search Program (formally Mission: Employment) is located in the Whalley area of Surrey, near Surrey Central. The program has undergone a name change in response to much confusion over the location of the site. Program staff, including three Job Search Counsellors, an Administrative Assistant, and a Program Coordinator support youth participants (ages 15-30) in gaining the skills necessary to enter and succeed in the labour market. Specifically, participants of the program: gain access to relevant labour market information, learn where to find job leads, how to apply for positions, produce professional and targeted resumes & cover letters, as well as learn and practice valuable interview techniques. When necessary, participants also learn about how self-esteem, self-assessments, and goal setting impact the job search and maintenance processes. This year the curriculum was revised to focus on the Passport to Work website. Program participants work with their counsellors on attaining job search tools & skills for up to 4-weeks, and then conduct a counsellor supported independent job search, for up to 12-weeks time. To date the Surrey Youth Job Search Program has served 197 youth, exceeding our targets to date by 30%. And, of those participants 112 have secured gainful employment in fields of their choice.

The Baristas Program is a youth employment initiative, funded by Service Canada. The program receives applications from hundreds of Surrey and Vancouver youth each year, ages of 15 and 30, who have multiple barriers to employment, who wish to begin a career in the retail food industry. More specifically 60 youth receive direct service, in six separate cycles, each cycle containing 3 service components: a 6 week life skills and workplace specific instruction component, a 9 week work experience in Starbucks Stores, and a week of career and job search skills instruction. On average 60-70% of the youth secure employment before the end of the program, with 80-90% employed one year later.

The program has continued to receive national attention and is positively influencing the career development field and local community through the provision of various workshops and conference presentations. This year a film crew from CERIC (Canadian Education and Research Institute for Counselling), from Toronto, Ontario, came to Surrey to interview Baristas staff and youth in order to highlight the program at a major career development conference. In addition, Baristas staff and a program graduate gave a presentation, *Brewing Up Success: Building Partnership With Starbucks for the Baristas Program*, at the Cannexus conference in Montreal. Locally, the City of Surrey in their Vibrant Surrey report cited the Baristas Program as an example of “Best Practices” in assisting at-risk youth. In addition, the Program was nominated for the Netty Award for BC’s best program in the career development field, was invited to provide consultation as part of the City of Surrey’s Early Childhood Learning and Literacy Taskforce, and was invited to present at the Surrey Soroptimist conference, Living Your Dreams.

The TradeBuilders Youth Skills Link Program was funded by Service Canada, and provided youth aged 16 – 30, in both Surrey and Vancouver. Program participants received training in life and employability skills, Health and Safety certification as well as hands – on experience in a workshop environment. Youth were provided extensive training with various construction equipment and tools, then placed in a supported work experience. The TradeBuilders program partnered with over 200 employers in the lower mainland, to provide youth long – term construction related employment opportunities. In the last year, TradeBuilders provided services to 24 youth in Surrey, and 11 in Vancouver. At the end of the program, 16 youth were employed or returned to school at the end of the program in Surrey; 7 employed in Vancouver. Unfortunately, Service Canada decided not to re-fund both TradeBuilders programs, after 5 years of providing exceptional, award winning service to multi – barrièred youth.

The Surrey Youth Employment Resource Centre (YERC) is funded by Service Canada, and is a unique case management centre for multi - barrièred youth between ages 15 – 30 to connect them to meaningful employment. Our case managers specialize in working with



youth, to identify goals, training, and employment options through assessments, one to one support, and outreach appointments. Clients are referred to community programs including job search, career planning, Skills Link, and training or educational programs. The YERC also has a resource room, (where participants easily access the job board), internet/computer access, fax/telephone access, assistance with job search, resume/cover letter writing, and interview skills. The program also has an in - house pre – employment intervention called G.E.T. R.E.A.L. – Real Employability And Life Skills, which provides youth assistance with self - awareness, personal growth and job prep tools to become job ready. Over the last year, more than 1000 youth accessed the services at the YERC, and of those, 329 youth developed return to work action plans (of a targeted 350), with 159 gaining employment to date, with another 2 months to go.

New Westminster Youth Employment Resource Centre is funded by Service Canada and is an employment program for unemployed or underemployed at-risk youth, aged 15 – 30 living in or near New Westminster. The ultimate goal of the program is long-term attachment to the labour market. The short-term goal is to address those barriers standing in the way by providing referrals to intervention services that support clients with their specified, individual Return-to-Work-Action Plan. Last year the program served 775 youth which was 116% of the target for the contract. The number of clients case managed was 370, which was 93% of the target. The total number of youth closed to employment was 210 with an additional 28 returning to school full time.

Career Quest is an innovative, flexible, youth focused career planning program in Surrey. It has been servicing youth ages 15 to 30 since 2003. The program provides support to individuals who want to develop a career plan that includes both short and long term educational and career goals. This is accomplished through a series of assessments including interest, personality, and academic assessments, reviewing essential skills, identifying personal and work related values, and through one on one counselling with a Career Counsellor. Over the last year, Career Quest has serviced over 245 clients, with over 90% of clients completing successfully. This past year, two of the Career Counsellors developed and co-facilitated a presentation at the 2007 CES Conference entitled "Going beyond the Job Description – Hands on Occupational Research for Youth". The presentation was well received by over 70 High School Counsellors from across the province. Career Quest has also hosted a popular Labour Market Information Workshop series in partnership with Douglas College that provides community partners and PCRS staff with valuable LMI from various industries. Past industries presented included Mining, Vancouver Coastal Health, the Canadian Forces, and the BC Forest Industry. Career Quest is looking forward to a new LMI series starting in September 2008.



After three years, PCRS' **Passport to Work** project was completed at the end of January 2008. The website (www.passporttowork.ca) was launched at the NATCON Conference in Toronto and the Career Development Conference in Vancouver.

Finding work can be a difficult task. And, no matter what stage in the job search process job seekers are at, there is something for them at www.passporttowork.ca. If site users have identified things, such as transportation issues, trouble finding affordable childcare, addictions issues, etc., that are keeping them from accessing work in their community they will find helpful information in the **Living Section** of the site. If they

are ready to work but need guidance and the right tools to get started they will want to head to the **Looking Section**. And if they are currently working, happily or not so happily, and need some advice on how to navigate the best possible career path for them they will want to visit the **Working Section**. Regardless of what stage the job seeker is at, if employment is the goal, there is something for them at www.passporttowork.ca.

This year PCRS was contracted by ASPECT BC to once again take on the task of providing content development and management for the **BC Workinonet** Youth site (www.workinonet.bc.ca/youth). The mandate of the BCWIN Main, Youth and French sites is to provide unemployed and other individuals, who are making career, learning and work transitions throughout British Columbia, as well as those who are assisting them, relevant, accessible, and up-to-date electronic labour market information and related services. Each month a new sector or "Hot Job" is featured on the youth site, along with employment, career path, and educational information on the designated sector. The "Ask a Counsellor" portion of the project, where young people from all over BC, Canada, and the world email their employment-related enquiries so that they can be answered by qualified Career Development Practitioners, continues to be one of the most utilized parts of the site. This year we have also provided a list of all of the Youth Employment Resources Centers across the province where youth can access assistance for their career planning and job search.

COMMUNITY ASSISTANCE PROGRAMS

PCRS Community Assistance Programs connect people to community resources to enhance the health, independence and quality of life for participants with multiple barriers, special needs or diminished opportunities. Services are available to participants for an 18 month period, and longer periods of service are available if required. Services are mostly provided on a one-to-one basis with a Community Outreach Counsellor.

The Surrey/Langley Community Assistance Program has two locations; a main office located in Whalley and a satellite office in downtown Langley that serves people living in the Langley, Surrey, and Delta areas. The program provides assistance by offering 1-1 support; connecting participants to various community resources including mental health facilities, education and training, and volunteering opportunities. The Surrey location provides the participants and the community with a resource room that allows participants to have access to a fax machine, photo copier, and internet access, information on housing and employment, and bus tickets to help support transportation issues.

The Mid-Town, South Vancouver/Richmond Community Assistance Programs serve people living in the South Vancouver, Richmond and Mid-town areas. In 2007/08, 70% of participants were successfully connected to community resources, with 10% receiving disability status. All of the Community Assistance Programs offer a 3-month Personal Skills Enhancement Program for participants that would like assistance in the following skill sets; time management, budgeting, communication, conflict resolution, and basic computer applications.

PARTNERING WITH EDUCATIONAL INSTITUTIONS

PCRS supports student placements from the University of British Columbia, University of Victoria, Douglas College, University College of the Fraser Valley, Kwantlen University College, and City University.

RESIDENTIAL PROGRAMS

The Quick Response Program (QRP), funded by the Ministry of Children and Family Development, is a short-term stabilization and assessment resource for high-risk youth aged 12 to 18. The program is licensed through the Fraser Health Authority and offers 3 beds, with 1 bed reserved for Aboriginal youth. Youth referred to QRP struggle with a variety of mental health challenges including depression/suicidal ideation, and psychosis, as well as a wide variety of behavioural, familial, and substance abuse issues. QRP provides a safe, supportive environment in which youth can stabilize while the appropriate services and resources are explored and put into place. Youth are provided with counselling and assessment, monitoring of medication and related medical needs, as well as support to meet acute basic needs and complete positive daily activities.

The Caregivers Support Program, funded by the Ministry of Children and Family Development, is a support service to foster parents in the Fraser Region. The program offers two distinct service components: 1) The Caregivers Support Program's social worker provides in-home support, consultation, education, and referral. The service is provided to both new and experienced caregivers, as well as to increasing numbers of "restricted foster homes" comprised of family members looking after their relatives, who would not otherwise be fostering. 2) Dr. Keith Saunders provides behavioural assessments to caregivers. These comprehensive assessments include behavioural plans/recommendations for children in care. Foster parents reported over and over the benefits of being able to debrief and confide about their fostering practices in a supportive environment, as well as learning better behavioural strategies, problem solving, and believing that as a result of the service, better plans were in place for children in their care.

SERVING PEOPLE WITH MULTIPLE NEEDS

Program profiles vary, on average:

- 90% have school problems
- 80% have a history of abuse and neglect
- 60% have substance abuse problems
- 50% have criminal involvement, either current or in the past
- over 50% have fetal alcohol spectrum disorder (FASD) or other learning disabilities.
- over 45% have mental health problems

ACHIEVEMENTS/AWARDS



- *National Recognition Award, Child and Youth Care Association of Canada, 1992*
- *Award for Excellence, Federation of Child & Family Services of BC, 1996*
- *Runner-up, Youth Employer of the Year, Conference Board of Canada, 2000/2001*
- *Mt. Pleasant Community Award for work with youth of colour, Broadway Youth Resource Centre, 2001*
- *The Queen's Golden Jubilee Medal, 2002*
- *Child & Youth-Friendly Communities Award, Society for Children and Youth of B.C., Broadway Youth Resource Centre, 2003*
- *Outstanding Advocate for Children and Youth, First Call: BC Child and Youth Advocacy Coalition, 2003*
- *Outstanding Contribution Award, Langley Child and Youth Committee (CYC), 2003*
- *B.C. Career Development Award of Excellence, Career Management Association of BC, Baristas Program, 2004*
- *Runner-Up, The 2004 Women's Safety Award, Women in Cities International/Femme et Ville*
- *Lifetime Membership, Federation of Child and Family Services of BC, 2004*
- *Netty Award, (NETWERCC) Employment Career Practitioners, Exceptional Service, 2004*
- *Netty Award, (NETWERCC) Employment Career Practitioners, Mentor of the Year, 2004*
- *Best Practice in Community Learning Initiatives, Conference Board of Canada, for Passport To Work Project, 2005*
- *Runner-Up, Netty Award, (NETWERCC) Employment Career Practitioners, Program of the Year Award, SCOPE, 2005*
- *City of Vancouver Youth Awards, Broadway Youth Resource Centre, for best practices in positive youth engagement, 2005*
- *Eva Initiatives Award for Innovation, National Award to Outstanding Organizations working with homeless and at-risk youth, to Broadway Youth Resource Centre, 2006*
- *City of Vancouver Youth Awards, "Outstanding Youth Program" for the NuYu (Theatre) Program, to BYRC & MOSAIC partnership, 2007*
- *Runner-Up, City of Vancouver Youth Awards, "Adult Ally Award", Youth Housing Program, BYRC, 2007*
- *City of Vancouver Youth Awards, Outstanding 19 – 24 Year Old Youth, BYRC, 2007*
- *City of Vancouver, Youth Awards, Outstanding 13 – 18 Year Old Youth, BYRC, 2007*
- *Award of Distinction for Advocacy, McCreary Youth Foundation, 2007*
- *Stand Up, Stand Out for Children and Youth Award, First Call: BC Child and Youth Advocacy Coalition, BYRC, 2007*
- *Stand Up, Stand Out for Children and Youth Award, First Call: BC Child and Youth Advocacy Coalition, PCRS, 2007*
- *Outstanding Achievement Advocacy Award, Child Welfare League of Canada, BYRC, 2007*
- *Crime Prevention and Community Safety Youth Leadership Award, Solicitor General, BYRC, 2007*
- *City of Vancouver Youth Program of the Year Award, for "connecting to Learning Through Art" arts program, BYRC, 2008*
- *City of Vancouver Youth Awards, "Adult Ally Award", Youth Housing, BYRC, 2008*

DONORS and GRANTS

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CNR Employees Charities
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UNYA – Aboriginal Food
Urban Systems Foundation
VanCity YFSP – Youth Food Support
Van Comm Network
Vancouver Police Union
Variety Children's Foundation
Wayne Isley
Wild Oats Markets Canada Inc
YVR Foundation



Grants

2010 Legacies Now
VCHA Capable Kids Grant
Children's Aid Foundation
CKNW Orphans' Fund
Coast Capital Savings Foundation
Naut'sa Maut Tribal
Surrey School District
Sun Life/Children's Aide Foundation
Telus SLAM
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VanCity Community Grant

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Vacancy, to be determined in September

Fraser Staff Representatives

Tammi Harrison, Program Assistant, Fraser Region
Alison Ireland, Program Coordinator, Mission Employment
Michael Thompson, Employment Counsellor, Career Quest



THANKS TO OUR FUNDERS, 2007/2008

VANCOUVER COASTAL

Ministry of Children and Family Development (MCFD)

- Broadway Youth Resource Centre (BYRC)

MCFD and Vancouver School Board

- Eagle High Special Education/Counselling Program

Vancouver Coastal Health

- Youth Volunteer Program, BYRC

Ministry of Employment and Income Assistance

- Community Outreach Program, Vancouver Mid-Town
- Community Outreach Program, Vancouver South/Richmond

City of Vancouver

- Vietnamese Youth Development Program
- Resource Room, BYRC

Service Canada (Vancouver/Burnaby)

- Resource Room Project, BYRC (HIPI)
- Baristas Program
- TradeBuilders Program
- New Westminster Youth Employment Station
- Summer Career Placement Program

Ministry of Children and Family Development (MCFD) National Crime Prevention, Justice Canada; Vancouver School Board & Vancouver Coastal Health

- West Coast Alternate Program (FASD)

Solicitor General

- Aboriginal Victims Support

FRASER

Ministry of Children and Family Development (MCFD)

- Caregivers Support Program
- Surrey Youth Centres
- Foster Parent Education Program
- Fraser Safe Care Program
- FASD Case Management
- Astra Youth Addiction Outreach Counselling Program, Chilliwack
- Kinnection

MCFD and BC Housing

- Quick Response Program

MCFD and Surrey School Board

- T.R.E.E.S., K.E.Y., A.G.E., L.I.N.K.S. Special Education/Counselling Program

Ministry of Employment and Income Assistance

- Community Outreach Program, Langley
- Community Outreach Program, Surrey/Delta

Fraser Health and Langley School Board

- The Day, Evening, Weekend Youth (DEWY) Program, Langley

Fraser Health

- Astra Youth Addiction Outreach Counselling Program
- Youth Addiction Prevention Program (School Based/community Based)
- Chilliwack Outpatient Clinic
- Pacific Connections (Needle Exchange)
- The Day, Evening, Weekend Youth (DEWY) Program, Chilliwack, Tri-cities, Ridge Meadows, New Westminster
- Chrystal Meth

Service Canada (Surrey/Langley)

- TradeBuilders Program
- Baristas Program
- Mission Employment Youth Job Search Program
- Career Quest Program
- Youth Employment resource Centre
- Summer Career Placement

Health Canada

- GSTMSM (Project ID)

MACRO REGIONAL

Fraser Health

- The Day, Evening, Weekend Youth (DEWY) Program

Human Resources Social Development Canada (HRSDC)

- Passport to Work (Office of Learning Technologies)

Ministry of Employment and Income Assistance/ASPECT

- Hire Value Training For Jobs Program
- Workinfontet

Victoria Foundation

- FASD Roundtable

TREASURER'S REPORT

CONDENSED FINANCIAL STATEMENTS

Balance Sheet as at 31 March 2008

	<u>2008</u>	<u>2007</u>
CURRENT ASSETS		
Cash	\$ 414,780	\$ 872,945
Accounts receivable	874,261	776,553
Prepaid and deposits	68,790	63,225
	1,357,831	1,712,723
PROPERTY AND EQUIPMENT	486,613	451,478
	\$ 1,826,444	\$ 2,164,201
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 118,448	\$ 282,667
Payroll and deductions payable	482,135	410,602
Deferred income	657,786	803,585
	1,258,369	1,496,854
RESERVES	306,983	306,983
SOCIETY SURPLUS		
Restricted surplus	468,613	451,479
Unrestricted surplus (deficit)	(207,521)	(91,115)
	261,092	360,364
	\$ 1,826,444	\$ 2,164,201

Statement of Income and Expenditures for the year ended 31 March 2007

REVENUE		
Government agencies	\$ 11,913,984	\$ 10,766,741
Private donations and recoveries	182,744	125,246
Interest	22,318	15,483
	12,119,046	10,907,470
EXPENDITURE		
Administration	1,238,558	1,007,845
Partnership and employment programs	4,673,657	4,234,644
Non-residential programs	3,976,292	3,681,150
Residential programs	665,420	626,486
Addiction programs	1,678,415	1,344,623
Sundry programs and reserves	3,110	18,327
	12,235,452	10,913,075
EXCESS INCOME OVER EXPENDITURES	(116,406)	(5,605)
ADJUSTMENT TO EXPENDITURES		
Expenditures capitalized for the year	231,910	376,555
Depreciation for the year	(214,776)	(187,309)
	17,134	189,246
SURPLUS (DEFICIT) FOR THE YEAR	(99,272)	(183,641)
SURPLUS INVESTED IN PROPERTY AND EQUIPMENT	(17,134)	(189,246)
UNRESTRICTED SURPLUS (DEFICIT) FOR THE YEAR	\$ (116,406)	\$ (5,605)

Complete audited financial statements are available upon request.



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