



Annual Report 2017/18

Everyone thriving in strong, healthy communities



**Pacific Community
Resources Society**



our **VISION**

Everyone thriving in strong, healthy communities.



Pacific Community Resources Society



our **MISSION**

Inspiring healthy and inclusive communities through leadership and collaboration.



Pacific Community Resources Society

our VALUES



Advocacy: We advocate and collaborate with community partners for systemic change to advance social justice.



Diversity & Inclusion: We aspire to create an environment that fosters a sense of belonging, dignity, and respect.



Empowerment: We empower the people we serve, the communities we serve, and each other.



Service Excellence: We provide high-quality, people-centred services through creativity, collaboration, and growth.



Stewardship: We ensure financial and environmental sustainability through sound policy and innovative practices.



Well-being: We support the health, growth, and well-being of the people we serve, each other, and our families.



**Pacific Community
Resources Society**

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Message from the Board President & Chief Executive Officer



Laura Jamieson,
Board President



Ingrid Kastens,
Chief Executive Officer

***"Life is short. Do stuff that matters."
~Siqi Chen***

The people we serve are your friends, coworkers, and family members. We are here to help those facing challenges who could use a little extra support. As Canadians, community members, and neighbours, we believe that supporting those currently in need builds healthier, happier, safer, and more fruitful communities. We continue our 34 years of advocacy and action for social justice, and this past year we stepped bravely into the opioid crisis that has taken the lives of so many close to us.

We proudly opened 10 beautiful new beds through our Vancouver Youth Substance Recovery Program; we are working hard to fill our 22 beds at the stunning Ashnola at The Crossing in the South Okanagan; we secured a site to build 20 additional youth addiction treatment beds in Chilliwack/Fraser Region; and we advocated for increased addiction and street outreach services, which resulted in our innovative new First Response Youth Addiction Outreach Program in Surrey. Due to its promising impact, the First Response Youth Addiction Outreach Program also expanded into Langley and Chilliwack. Further, a number of our locations have been registered as take-home Naloxone sites that train community members on the administration of Naloxone.

We value stewardship and the goal of financial and environmental sustainability through sound and innovative policy practices. PCRS was privileged to experience another year of enormous growth. We are proud to have formed a legal co-op with our friend, Westcoast Family Centres, and this co-op recently signed the City of Vancouver's first, to our knowledge, 20-year lease, keeping our Vancouver services affordable and creative two decades into the future!

Another value near to our hearts is service excellence — providing people-centred services through creativity, collaboration, and addressing service gaps. On this note, our Pathways to Education program (an evidence-based service targeting high school graduation as a pathway out of systemic poverty) expanded from Vancouver into Surrey, serving over 80 youths in Pathways' inaugural year in Surrey. Enrollment is expected to rise to 500 students in Surrey by year five, or 800 students including Vancouver. In addition, our This Way Ahead youth employment program, in partnership with GAP Canada, exceeded our internship completion goal by 138 per cent, and exceeded our job offer goal by 164 per cent, coming in as the top-performing This Way Ahead program in North America in our first year of operation.

**"You can't be that kid standing at the top of the waterslide, overthinking it. You have to go down the chute."
~Tina Fey**

PCRS leads the way as an award-winning agency with a proud list of 47 awards for service excellence, stewardship, innovation, and well-being. This year was no exception. Our work was twice recognized by the Surrey Board of Trade! We are proud to have been awarded the Not-for-Profit of the Year Award, as well as the Surrey Women in Business Not-for-Profit Leader Award. Congratulations to all who helped us achieve our goals.

In closing, and reflecting on this year, "You can't be that kid standing at the top of the waterslide, overthinking it. You have to go down the chute" ~Tina Fey. We wish we had thought of that quote, but we were too busy going down the chute.



Board President,
Laura Jamieson



Chief Executive Officer,
Ingrid Kastens

Board of Directors

Thank you to the 2017/18 board of directors for their service.

Board of Directors

Laura Jamieson, President and Acting Treasurer

Shannon Leisz, Vice-President

Dr. William (Bill) McMichael, Vice-President

Directors, Community

Larry Adams

Neil Brown

Pauline Dan

Kara Hill

Eva Ho

Jeremy Wright

Ed Yee

Directors, Staff

Kirk Balfour

Judy Crooks

Candace Lee

George Peterson

“ The board consists of many innovative thinkers who are adept at envisioning the way forward for PCRS. Being on the board is a rewarding and inspiring experience, and I greatly look forward to collaborating with these incredible people at our board meetings every six weeks. ”

~Judy Crooks, Staff Board Director

Accolades

PCRS is a leading community social services agency. We have won 47 awards for service excellence, stewardship, and staff well-being.

On November 2, 2017, PCRS was honoured with the Surrey Board of Trade (SBOT) Business Excellence Award for Not-for-Profit of the Year. We want to say congratulations to all our hardworking, creative, passionate, dedicated Surrey and administration staff to whom this recognition belongs!

On Thursday, March 8, 2018, International Women's Day, the SBOT hosted its ninth annual Surrey Women in Business Awards where PCRS's chief executive officer, Ingrid Kastens, was named Not-for-Profit Leader of the Year. This award recognizes Ingrid's hard work and contributions to Surrey communities.

Congratulations Ingrid!

www.pcrs.ca/awards





Success Story

Aboriginal Youth Inspiring Others to Brew Success Blending Caffeine and Determination to Turn Struggling Youths' Lives Around



(Left to right, Tawnie Joe at Starbucks; top, Tawnie Joe; bottom, Tawnie Joe and Eric)

Being a female Aboriginal youth in B.C. can be tough, but Tawnie Joe is percolating her way to success. She is the mother of cherubic five-year-old Eric who smiles broadly. Eric is happy. At this stage in his development, he is unable to understand his mother's difficult life, and Joe does what she can to shield him from it. He is her motivation for everything.

In December 2016, Joe began working at Starbucks as a barista. After

eight months, she was promoted to shift supervisor. Recently, she won a Store Partner of the Quarter Award that recognizes one employee's significant contribution to their store. Joe seems to be steeping in success, though some days are better than others.

Joe has overcome more crushing life challenges than most of us could ever imagine, and those challenges are too personal to list in detail. Her challenges included the impact of poverty, insecure housing, and the inter-generational fallout from Canada's residential schools. At times in her past, she turned to substances to numb the pain.

Joe is Lil'wat First Nations. She spent her childhood years growing up in Pemberton living on a reserve. She had typical big dreams as a child; she wanted to be a lawyer. "I wanted all the bad guys to go away," she says.

When Joe was in high school, her and her mom moved often in her mom's attempt to find a suitable partner. They landed in the City of Vancouver. "I saw the res life and then I saw the city life," Joe says. "There are no jobs out there. People have to go to camps or the city to survive."

In the city, Joe graduated high school and then worked random dead-end jobs. In her mid-twenties, she had Eric. Shortly thereafter, she realized she wanted a better life for herself and Eric. Not wanting to rely on her partner for money all the time, she applied to the Baristas Training Program offered by PCRS in partnership with Starbucks and BladeRunners. The Baristas Training Program is an award-winning service that prepares at-risk youth for employment at Starbucks by providing them with support, guidance, and training. Joe knew she needed a new set of skills to attain a more sustainable job, and she knew she liked coffee a lot. "Ever since I quit drinking about three years ago," she says, "coffee has been my go-to."

She applied and was accepted into the Baristas Training Program. During her time in the program, Judy Crooks was the program coordinator, and Tomoko Kajiyama was the program facilitator and job coach. Crooks and Kajiyama say that when Joe first started the program she had a nurturing, motherly quality about her. "She took care of others," Kajiyama

says, “and she was the first to help with lunch prep and end-of-day cleaning.” Crooks adds that Joe isn’t afraid to step out of her comfort zone; when she commits to something, she sees it through.

Joe continues to use the skills she learned in the Baristas Training Program to keep her on track to achieve her goals.

Joe explains that finding a babysitter was the biggest challenge during the program, but she went on to say that she experienced a number of other challenges, too. She slipped once and cracked her ribs; Eric got so sick that he had to be hospitalized; and her father and grandmother passed away within one week of each other. Her mother passed away, too. Still, she showed up for her work placement at Starbucks in Vancouver’s City Square, where she continues to work.

Karen Zaharuk is Joe’s manager. Zaharuk says that Joe communicated a desire to become a store manager early on in her Starbucks career. Zaharuk says that Joe has stayed focused on that goal, despite a year of personal loss, because she knows what will happen to her life and her son’s life if she gives in. Joe continues to use the skills she learned in the Baristas Training Program to keep her on track to achieve her goals. “She uses the resources available to her,” Zaharuk says. “Everything from childcare to nutrition advice to grants for work shoes, and of course Starbucks benefits. She used grief counselling when her mother passed away and continues to reach out for help and support when she needs it instead of retreating from life.”

For some people, success comes easy. For others, especially marginalized groups, success can be harder to achieve. For female Aboriginal youth, it is harder yet. According to the 2013/2014 First Nations Regional Early Childhood, Education and Employment Survey (FNREEES), more than 60 per cent of First Nations youth felt they were not ready to enter the labour market because they did not have the in-demand skills needed for employment. Furthermore, in 2015, the FNREEES found that 25 per cent of First Nations women were unemployed, with unemployment being highest for youth. With determination and persistence, Joe defied the odds against her.

Her life’s mantra is to never give up. “It might be hard one day,” she says, “but the next day will be a new day.”

Now, Joe’s aunt and uncle help out with Eric. They pick him up from school and take him to their house until Joe can pick him up. They are also raising their three grandchildren, so Eric has lots of time to socialize and play. Though some days Joe comes home emotionally and physically drained, she never wants Eric to see her struggle. Her life’s mantra is to never give up. “It might be hard one day,” she says, “but the next day will be a new day.”

To all the struggling youth out there, Joe’s advice is to always choose a positive thought, and then put it out into the universe, because life is sweet, like a salted caramel mocha with one pump mocha and one pump white mocha — her drink of choice.

Highlights

Advocacy

Our Vancouver Youth Support Recovery Program (VYSRP) worked tirelessly to open 10 beds to address the shortage of youth addiction services.

1



Diversity & Inclusion

PCRS, Starbucks, and Musqueam artists, Chrystal and Chris Sparrow, partnered to celebrate Canada 150 Plus with the creation of a beautiful carving, which is permanently displayed at the Broadway Youth Resource Centre to inspire other young people to be creative and to honour our history.

2



2

Empowerment

A number of our sites were registered as take-home Naloxone sites, and staff members were trained to administer the kits to the public.

3



1



3

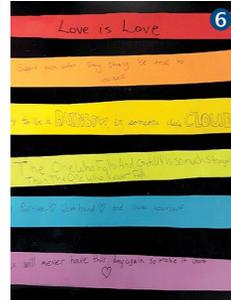


3

Highlights *cont'd*

Service Excellence

This Way Ahead, our youth employment readiness program with GAP Canada, was highly successful in its first year. We exceeded our internship completion goal by 138 per cent and our job offer goal by 164 per cent, thereby coming in as the top-performing This Way Ahead program in North America. 4



Stewardship

In partnership with BC Housing, PCRS purchased three new residential houses in Vancouver and one in Chilliwack. The properties have 35-year forgivable mortgages and 40-year operating agreements. The combined value at the time of purchase was \$5.73 million. 5



Well-Being

As one of countless examples, during Wellness Week in November of 2017, our Prevention and Health Promotion Program supported and helped 750 students and employees at Aldergrove Secondary School to create a rainbow chain of words of inclusion and acceptance. 6



Agency at a Glance*

We are an award-winning, accredited not-for-profit that has served B.C. communities since 1984. We partner with individuals, businesses, other agencies and governments to ensure access to effective, high-quality community resources for people who are the most vulnerable and marginalized from society.

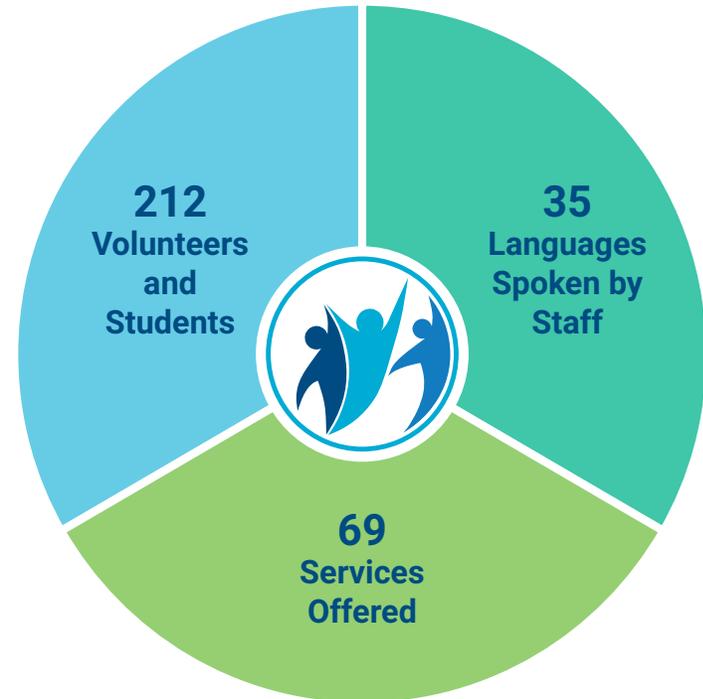
People We Serve

Nearly 59,000 participant interactions



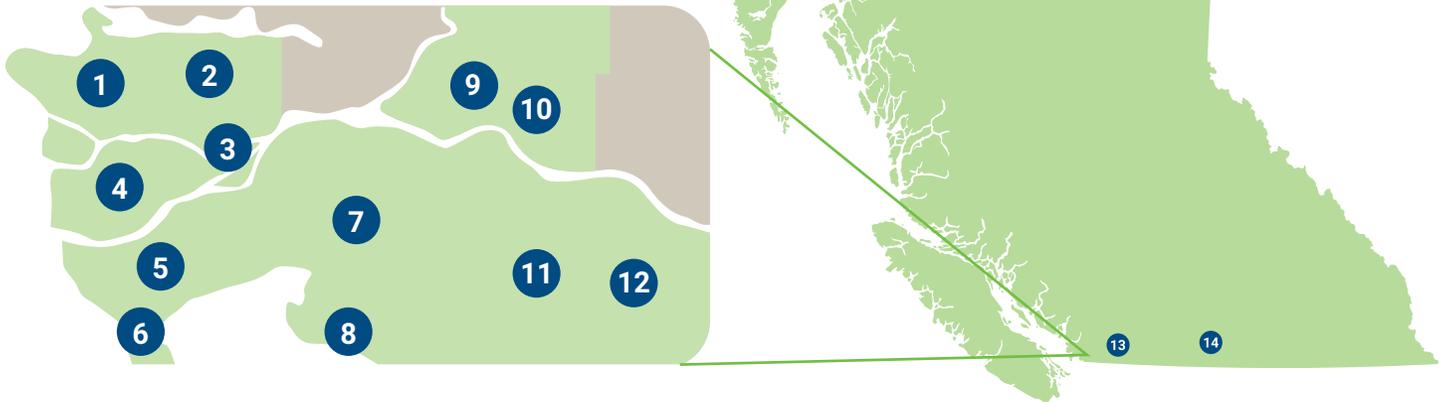
People Who Serve

Nearly 400 staff members



Communities We Serve

1. Vancouver
2. Burnaby
3. New Westminster
4. Richmond
5. Delta
6. Tsawwassen
7. Surrey
8. White Rock
9. Pitt Meadows
10. Maple Ridge
11. Langley
12. Aldergrove
13. Chilliwack
14. Province of B.C. in Keremeos



Service Streams



Addiction

Our addiction services recognize that participants have differing relationships to substance use, and our professional and compassionate counselling approaches ensure we meet participants where they are at. Our addiction team accomplishes this by providing services on the spectrum of addiction, from prevention to residential treatment. We strive to help our participants, from Vancouver to the South Okanagan, to see who they truly are outside of their addiction, freeing them to live healthy and empowered lives.



Counselling

Our counselling services offer a high level of professional support to families, youths, and adults in the communities we serve. Our counsellors provide family- and individual-centred, inclusive supports that meet the goals of our participants. Our families consistently report high levels of satisfaction with the services we provide and the supports we offer.



Education

Our education services support young people to acquire the skills, confidence, and competence needed to be successful in their educational and employment pursuits. We are committed to ensuring that all youths have the opportunity to learn, improve, and explore their strengths and interests on their educational journeys. We believe that young people can achieve their goals and reach their potential when provided with appropriate, equitable supports and resources.

“ I have been clean for a little over a year. It's been quite the adventure. I'm so thankful for everyone who played a part in my recovery. Ashnola is such an amazing place! I learned so much there. I hope this can shine some motivation on anyone having a hard day. You can do this! Tell yourself you can, and you will. ”

~Ashnola at The Crossing Participant

Service Streams *cont'd*



Employment

Our employment services help participants gain work experience, prepare for employment, secure and maintain jobs and careers, pursue self-employment, and connect with their communities. We provide employment services to job seekers and employers in various communities from Vancouver to Chilliwack. Employment is a key component to providing an improved quality of life, and we believe that every person, with the right support, has the capacity and potential to be successful.



Housing

Our housing services support vulnerable people who are homeless or at risk of homelessness to secure and maintain stable, long-term housing. From Vancouver to Chilliwack, we support over 80 units of housing to help youths and adults connect to the support they need. Services are offered through street outreach, housing search, and housing-first programs. We believe that housing is a right all people are entitled to, and we are passionate about ending homelessness in our communities.



Youth

Our youth services provide spaces that foster young people's life skills, personal growth, and sense of connection. By co-locating services in a hub model, in collaboration with community partners, our three youth centers provide wraparound support to youths and families from the Fraser Valley to East Vancouver. We operate one-on-one and group supports to engage youth through education, outreach, drop-in services, and case management. We believe healthy communities include youth experiencing a sense of belonging.

“Trying to move forward in life without stable housing is a challenge that no person should have to face. As our cities become increasingly unaffordable, it is more important than ever that we take a stand to ensure that people at risk of homelessness have the support they need.”

~Zach Batalden, Manager, Vancouver Housing and Transition Programs

PCRS Professional Development Day 2017



Our People Who Serve

“PCRS is a great place to work. Our positive energy enables us to enjoy health, growth, and well-being not only for ourselves and our families, but also for the people we serve.”

~Sue Bauman, Director, Strategic Projects



Treasurer's Finance Report

PCRS experienced another remarkable year of growth in direct response to the needs of the communities we serve. For example, to help combat the opioid crisis, we worked collaboratively with our funders and partners to open several new addiction treatment facilities and services in B.C. These new services, along with enhanced programming for youth outreach, housing, educational support services, and some new innovative employment services, have contributed to a robust expansion of nearly \$3.8 million in additional services. Furthermore, we completed the purchase of our first commercial property, and we are excited to open this new, vibrant community resource to Surrey Central youth in the fall of 2018. We continue to work hard to steward the resources we receive for the collective benefit of the communities and people we serve, and we are happy to report that PCRS is in a healthy financial position.

Laura Jamieson,
Board President and Acting Treasurer



**We added
nearly
\$3.8 million
in new
services!**

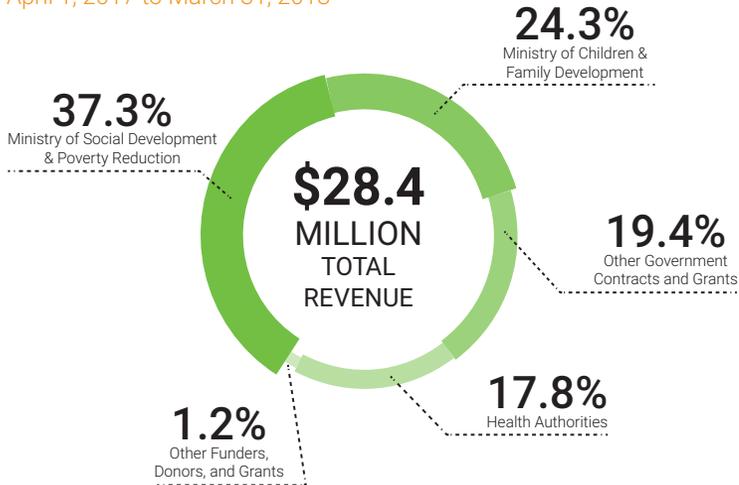
PCRS is proud to be a



**living wage
employer**

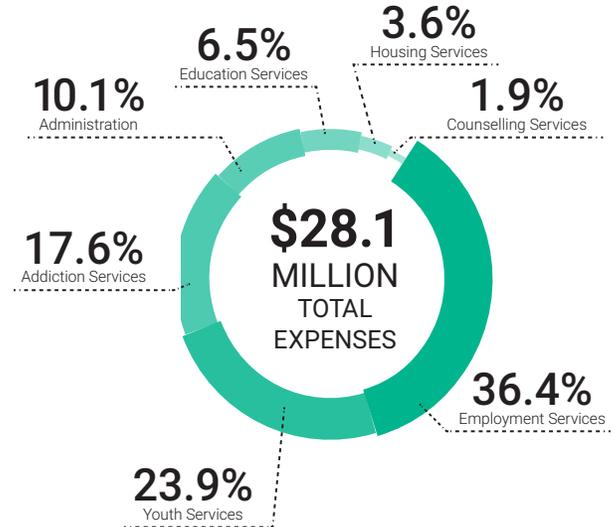
Financial Highlights

April 1, 2017 to March 31, 2018



Revenue

- Ministry of Social Development & Poverty Reduction
- Ministry of Children & Family Development
- Other Government Contracts and Grants
- Health Authorities
- Other Funders, Donors, and Grants



Expenses

- Employment Services
- Youth Services
- Addiction Services
- Administration
- Education Services
- Housing Services
- Counselling Services

Audited financial statements available by contacting mailbox@pcrs.ca.

Funders

With sincere appreciation, PCRS recognizes the individuals and organizations whose leadership, outstanding commitment, and dedicated efforts — often in multi-faceted roles — contributed to our vision of everyone thriving in strong, healthy communities.

Aboriginal Community Career
Employment Services Society
Anonymous
BC Housing
BC Ministry of Children &
Family Development
BC Ministry of Education
BC Ministry of Jobs, Tourism
and Skills Training
BC Ministry of Justice
BC Ministry of Social Development
& Poverty Reduction
Children's Aid Foundation
Chilliwack School District No. 33
City of Vancouver
Employment and Social
Development Canada
Fraser Health Authority
Gap Inc.
Government of Canada
& Homelessness Partnering
Strategy

HSBC Bank Canada National
Transformation Project
Immigration, Refugees and
Citizenship Canada
Metro Vancouver
Pathways to Education Canada
Prince George Nechako Aboriginal
Employment & Training
Association
Provincial Health
Services Authority
Public Safety Canada
Starbucks Canada
Vancouver Coastal Health
Vancouver Foundation
Virgin Mobile RE*Generation

Thank you!

Supporters



Supporters *cont'd*

Abromaitis, Troy
Aldergrove Community Secondary P.A.C.
Andersen, Joan*
Anglican Church Women - Anglican Diocese of
New Westminster
Annis, Ruth
Askari, Parisa & Masoud
Bahia, Sundeep
Beirnes, Ron
Betty Gilbert Middle School P.A.C.
Bodnark, Kristine*
Burjaw, Richard*
Central City Foundation
Chilliwack Middle School P.A.C.
CIBC Miracle Fund
City of Surrey
Coast Capital Savings
Community Savings Credit Union
Costco Wholesale
Davies, Marilee
Davis, Nhung
Department of Canadian Heritage
Diamond Foundation
Dobbin, Martha
Dong & Day Media Inc.
Duong, Lawrence
Emond, Penny Alison
Ernst & Young LLP
Evison, Gill
Freed, Keren
Freedom Construction Ltd.

Gibsons Nail Spa
Goobie, Alanna
Gordon, Carol*
Grant, Murray
iLoveKickboxing
ITMB Publishing Ltd.
Jang, Walter
Jewhurst, Cheryl
Kastens, Ingrid
Kushnir, Sandra Jane
Le, Richard
Letroy Holdings Ltd.
Lukits, Sherry
Masuhara, Doug
Maté, Dr. Gabor
Miao, Lisa
My, Chau Thu
Nguyen, Lily Hang
Nick Derksen Personal Real Estate
Corporation
Nilsson, Ursula
Parmar, Kanwar Amman
ParticipACTION
Paulson, Ryan
Portner, Sydney
PSI Pump Systems Inc.
QCA Systems Ltd.
Queen Elizabeth Secondary School
Raising the Roof Chez Toit
RBC Royal Bank
Rogers Communications

Scotiabank Stay in School
Sood, Daruvin
SPARC BC
Star, David
Steven and Vanessa Le Notary
Stewart, Morgan
Streethome Foundation
Surrey Homelessness & Housing Society
TELUS
Temple, Jennifer
The Home Depot Canada Foundation
The Robert and Susan Bauman Fund
Tran, Julia
Truden, Lyle
University of Victoria - Office of Research
Services
Vancity Community Foundation
Vancouver City Savings Credit Union
Vancouver Police Community Fund
VCC Faculty Association
Vina Driving School
Walsh, Jenna*
Watt, Barbara
Willier, Richard
Wilmot, Robert*
Wingert, Josh

**Support received in honour or memory of a person or persons.*

Partners



Aboriginal Life in Vancouver
Enhancement Society
Adler School of Professional
Psychology
Aunt Leah's Place
AWARE Society
Back in Motion Rehab Inc.
Bard on the Beach
BC Mental Health & Substance
Use Services
Britannia Secondary School
Check Your Head
Chilliwack Lake Camp
Chilliwack RCMP
City of Chilliwack
City of Keremeos
City University

DIVERSEcity Community Resources
Society
Fraser Region Aboriginal Friendship
Centre Association
Fraserside Community Services
Society
Gastown Vocational Services
GT Hiring Solutions
Immigrant Services Society of BC
Kids Up Front
Leave Out Violence BC
MOSAIC
Mount Pleasant Neighbourhood
House
Okanagan Similkameen School
District No. 53
Open Door Group

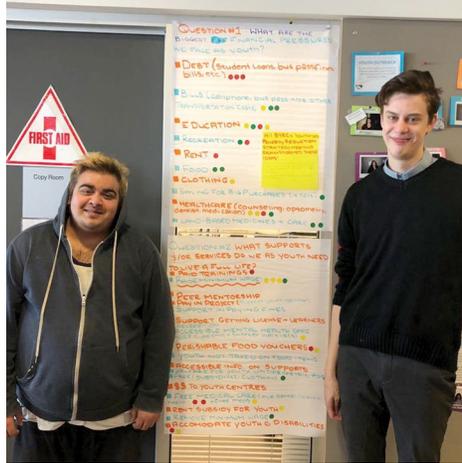
Options Community Services
Society
Phoenix Drug & Alcohol Recovery &
Education Society
Progressive Intercultural
Community Services Society
Ray-Cam Co-operative Centre
Sources Community Resources
Society
Stó:lō Nation
Strathcona Community Centre
Surrey RCMP
Surrey School District No. 36
Trans Care BC
TransLink
UBC Department of Sociology
UBC Faculty of Education

UBC International Student Initiative
Upper and Lower Similkameen
Indian Bands
Urban Native Youth Association
Vancouver Aboriginal Child & Family
Services Society
Vancouver Community College
Vancouver Homework Club Society
Vancouver Native Housing Society
Vancouver School Board
Western Institute for the Deaf and
Hard of Hearing
YMCA
Youth 4 a Change

Volunteers

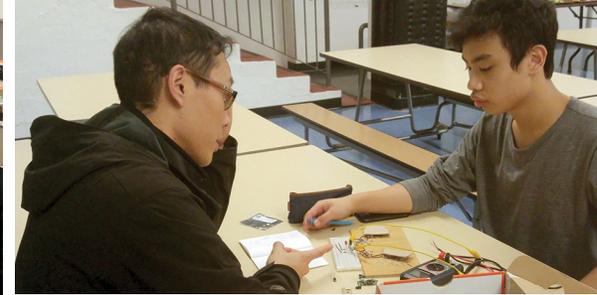
“It feels great to have the opportunity to give back to the community I grew up in.”

~Alyssa



“I am grateful and humbled that these young people have allowed me the privilege of being involved in their lives.”

~Des



“Every time I volunteer with Pathways, I feel helpful. I actually feel like I can make a difference and contribute to someone’s life.

The staff and other volunteers here are awesome. The staff makes sure we have all the tools, training, and support we need to be successful volunteers. Best part is everyone seems to care so much!”

~Amir



Find us on social media @PCRSservices!     



**Pacific Community
Resources Society**

www.pcrs.ca

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