



ANNUAL GENERAL REPORT

2005/2006



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 and adults with multiple needs.

We serve over 10,000 individuals annually, and employ 165 diverse staff.



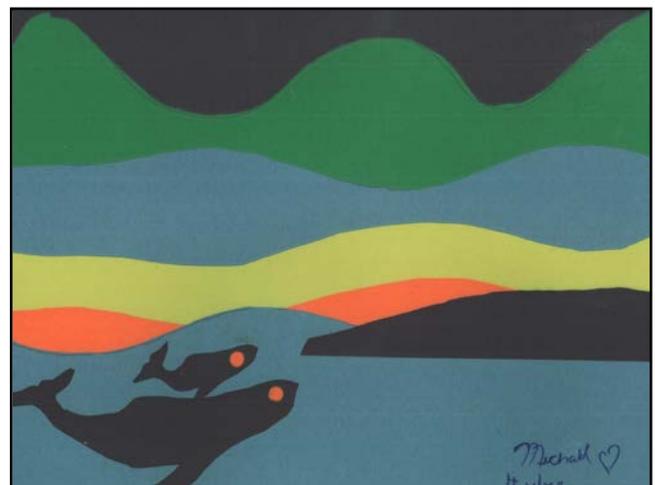
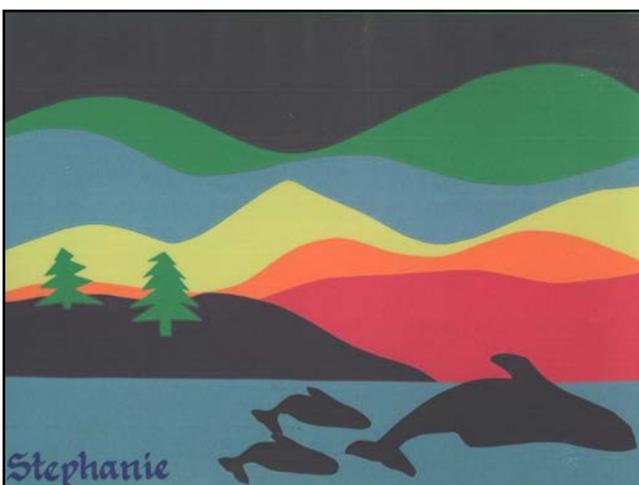
OUR MISSION AND VISION

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.

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

ACHIEVEMENTS

- 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, to 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. to 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, to Baristas, 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, to John Solano, 2004
- Netty Award, (NETWERCC) Employment Career Practitioners, Mentor of the Year, to John Coward, 2004
- C.o.V. Youth Awards, First Annual City of Vancouver Youth Recognition, Broadway Youth Resource Centre, for best practices in positive youth engagement, 2005
- Best Practice in Community Learning Initiatives, Conference Board of Canada, for Passport To Work Project, 2005
- Netty Award, (NETWERCC) Employment Career Practitioners, Runner-up, Program of the Year Award, to SCOPE, 2005
- Eva Initiatives Award for Innovation, National Award to Outstanding Organizations working with homeless and at-risk youth, to Broadway Youth Resource Centre, 2006



SOME WORDS FROM PROGRAM PARTICIPANTS



Addictions Programs

“I wish I knew this before”.

“My worker helped me to admit to myself and my family that I had a problem and she put me on the right path to solving it”.

Education and Lifeskills Programs

“Kids support each other here.”

“When I see how you guys help the students at Eagle High, it just makes me so excited that, that is what I want to be when I get older.

Counselling Programs

“This is an amazing program! Everyone is very welcoming and understanding”.

“I found my worker was very supportive and down to earth, and that is very rare to find for me.”

“I love that all the resources are here to achieve your goals”.

Housing Residential

“It’s one of the best places I’ve been at”.

“The sense of connection with other foster parents was incredible... Instructor’s own personal experiences add valuable insight and credibility to lessons... As a new foster parent, I find this training is very helpful and knowledgeable.”

“The housing program has helped me to learn the skills that are needed to talk to people that rent to youth”.

Employment Programs

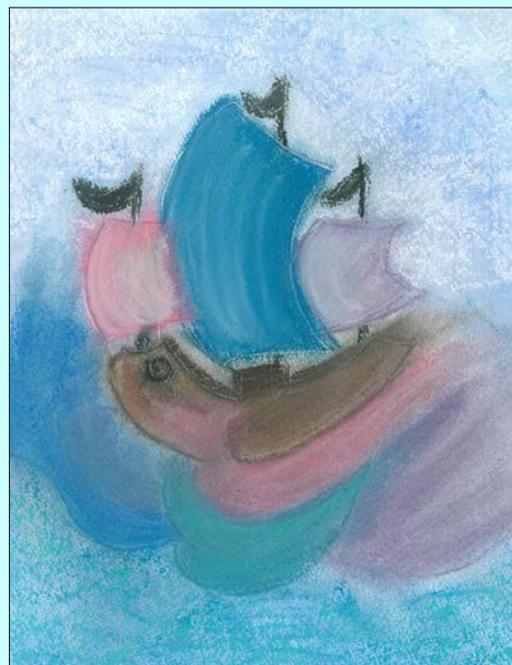
“You gave me hope I dare not dream of. You had seen in me what I no longer saw. Understand that it was not only employment that I needed but validation as well. Were it not for the Higher Value team giving me the ability to see my “value”. In me you saw value when I no longer could. I had lost dignity. I had lost pride. I had lost faith and I was ashamed of myself for not being able to help myself. Higher Value gave me back my ability, my pride, my dignity and not only clothed me but gave me the ability to shelter myself and the skills I needed to continue to do so.”

“The program changed my life”.

Cultural Enrichment

“This gallery program has literally been heaven on earth for me. To be in a room with so many supportive people, and just be able to create without any worries... this has been the best summer I’ve had”.

“BYRC has provided me and the other youth many opportunities where we are able to express and learn about ourselves”.



PRESIDENT'S MESSAGE

Joseph Breau

I am extremely gratified to have the opportunity to continue to serve on the Board of an organization that delivers such exceptional services for vulnerable youth and adults from Vancouver to Chilliwack. This is reflected in the voices of program participants throughout the Annual Report, as well as in the growing impact of our activities.

Pacific Community Resources was honoured once again this year with several distinguished awards for service best practices. This service excellence was also applauded by the external Accreditation survey team in the spring of 2005 highlighting the agency's engagement of youth leadership; innovation and creativity; and an intricate web of community and corporate partnerships to meet critical needs. The survey resulted in re-accreditation for another three-year term.

Growing numbers of donors are helping us address social challenges in our communities, including problems of hunger, homelessness, addiction, early school leaving, family conflict, unemployment, mental health, and isolation. Thank you for helping us to make a real difference in the lives of vulnerable and marginalized people.

I also want to thank the Board of Directors for continuing to ensure the highest standards of service delivery, fiscal accountability, and for their commitment to staying well connected to our communities to grow the success of this organization.

DONORS

AD Rundle Middle School Pac	Ian Hutchinson – New York	Scotia Capital
Angle Fund Variety Club	Fries/Cactus Fries/Classic Sub	Shoppers Drug Mart
Ruth Annis	Wayne Isley	Simon Fraser Public Interest
Arts Umbrella	Jericho Tennis Club	Research
BC Association of Social Workers	Just Singin 'Round	Smart Surface Technology South
Belton	John Oliver School	Fraser Community Services
Laurie Birdsall	Justice for Girls	St. George's School
Central City Mission Foundation	Kiwanis Club, Vancouver	Surrey Golf Club
C.I.B.C. Miracle Fund	Susan Louie	Surrey Parks, Rec. and Culture
Children's Aid Foundation	Lush Canada	United Way of the Lower Mainland
Children's Aid Sport Fund	MacDonald's Canada	United Way Annual Donor
Chilliwack Middle School	Magenta Print and Imaging	Directed Gifts
CKNW Orphan's Fund	Don McGinn	Vancouver Community Network
Gordon Crozier	Terry Miller	Vancouver Elementary School
Dell Lanes	Doug Milne	Teachers Association
Detail Concept	Alien Murphy	Vancouver Foundation
Douglas College	Prism Engineering	Variety Club
Douglas College Student Union	Puff Bakery	Wendy's Restaurants of Canada
Dr. Gail Chow	QLT	West 49
Mary Grant	Que Pasa	Robert Wilmot
Greater Vancouver Zoo	R.A. McMath Secondary School,	Winners
Hats for the Homeless	Richmond	Xcalibur Bowling Centre
Jodi Higgs	Red Robin	YVR – Golf for Kids

EXECUTIVE DIRECTOR

Ruth Annis

Pacific Community Resources has a 22-year history of initiating services and policies that we believe will make a positive difference in the lives of vulnerable and at-risk children, youth, adults and families.

High Quality Service Delivery

Our services in 2005/2006 are covered in the Program Section along with brief outcome information. Here, I want to highlight some of the key themes, which speak to agency-wide strengths.

Accreditation and Continuous Quality Improvement remain central strategies of Pacific Community Resources to carry on our tradition of ensuring service excellence.

In the accreditation exit conference, the lead surveyor remarked:

“The **core values** as stated by the CEO (E.D.) in our orientation meeting were evident at the front door of every program. Those values are integrated into the texture of the entire agency and each service provided.”

Accreditation Survey, April 2005

Innovation and Collaboration

Pacific Community Resources, in partnership with many others, pioneered the concept of integrated, **youth resource centres** seven years ago with Broadway Youth Resource Centre (BYRC), now well recognized and the recipient of many awards. With core funding from Ministry of Children and Family Development and key community partners, we have now developed two youth centres in Surrey – one in Newton and one in Guildford. With funding from Service Canada, the Youth Employment Resource Centre next door maximizes comprehensive and seamless service delivery to at-risk youth in Surrey.

We are building a continuum of **employment services** in Surrey, New Westminster and Vancouver that is multifaceted in its support to multi-barriered youth and adults. The continuum includes counselling and practical assistance in addressing specific barriers (substance abuse, homelessness, mental health or abuse issues); life skills; educational upgrading resources; as well as industry-specific training and apprenticeships.

“The organization is fueled by innovative ideas and a zest to meet the increasing needs of the communities.”

Accreditation Survey, April 2005

In Chilliwack, with funding from Fraser Health, Pacific Community Resources provides comprehensive **addictions** prevention, outreach, treatment, health promotion (HIV prevention and needle exchange) and harm reduction services for youth and adults working in close collaboration with City Council, police, and community groups.

Our longest standing partnerships – 22 years – are with the Vancouver and Surrey School Districts in the joint delivery of special alternate **educational programs** for youth whose needs cannot be addressed by the mainstream system.

These partnerships with school districts are further extended in the Fraser Region by our (substance abuse) Prevention Program staff placed in schools in Aldergrove, Delta and Chilliwack.

Advocacy

In addition to advocacy on behalf of individuals and families, Pacific Community Resources participates in many community, provincial and national level networks and coalitions (see insert) to identify gaps in service, policy issues, or strategies to address long standing, deeply entrenched social problems – poverty, abuse, sexual abuse, mental health, substance abuse, racism, homelessness, and marginalization. These issues are not amenable to “quick fixes”, but need sustained supports that can only come about through community development and community capacity building.

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
B.C. Career Management Association
Federation of Child and Family Services
NETWERCC
WCB Youth Safety Taskforce
Surrey Urban Renewal

Community Development and Community Capacity Building

To better address the special issues of youth affected by **FASD** who are in conflict with the law, the Vancouver Police Department contracted Pacific Community Resources to develop FASD – specific training for Vancouver police officers.

With initiative provided by Pacific Community Resources and leadership from key community partners, broad-based FASD Collaboration Roundtables now exist in both Vancouver and Surrey in recognition of the multiple challenges this population faces.

We appreciate the inter-agency collaboration that has developed over many years between Pacific Community Resources and **multicultural and Aboriginal agencies** to enhance cultural sensitivity and competence and build inter-organizational capacity.

Arts and Culture

Pacific Community Resources is further broadening our integration of **Arts and Culture** into our service delivery to enrich the lives of vulnerable and marginalized children, youth, adults and families. This summer we will continue to partner with Arts Umbrella to provide both visual arts and dramatic arts programs for at-risk youth.

Looking Forward

We look forward to 2006-2007 and building upon the dynamic community partnerships that are central to our collective success. This success is not possible without the ongoing support of our funders and donors. Thank you for your continuing confidence.

“I’d like to express my appreciation for your extraordinary contribution...”

Senator Landon Pearson
The Senate of Canada



VANCOUVER COASTAL

YOUTH RESOURCE CENTRE

The **Broadway Youth Resource Centre** is a one-stop centre that provides a wide range of social, health, education, employment and lifeskills services to at-risk youth between the ages of 12 and 24. The overall objective of the Centre is to improve the health and well-being of at-risk youth in Midtown Vancouver. The Broadway Youth Resource Centre is an integrated service approach delivered by eight not-for-profit agencies – Pacific Community Resources (as the lead agency), Urban Native Youth Association, Leave Out Violence, Boys' and Girls' Clubs of Greater Vancouver, Vancouver Community College, City University, Big Sisters of the Lower Mainland, Vancouver Aboriginal Early Childhood Support Program, and all three levels of government: Federal (Service Canada, SCPI), Provincial (Ministry of Children and Family Development, Ministry of Public Safety and Solicitor General, Vancouver Coastal Health), and Municipal (City of Vancouver). The walk-in Resource Room served approximately 2500 different youth, with over 11,000 contacts in 2005/2006. The Centre, as a whole, served over 3600 different youth, and had over 14,000 contacts for the year. BYRC was a recipient of a national award from Eva Initiatives for innovation in youth housing.

The **Transition to Adulthood Program** provides life skills development and counselling to 16 to 18 year old adolescents in transition to independence. The program assists youth to gain the skills to find and maintain safe, affordable housing, get back into school/maintain school while living on one's own, budgeting, advocacy, job search or finding suitable upgrading or job training, addressing barriers to succeeding at independent living, etc. The program provided service to



67 youth in 2005/2006. Of youth who were contacted at 3 and at 6 months follow-up, 100% had satisfactory accommodation. In addition, 94% of youth increased their level of community supports. The program is funded by the Ministry of Children and Family Development.

The **Aboriginal Youth Victim Support Program** is a project at BYRC since April 2005 and is the only service in BC to focus on youth who are victims of crime. The program provided support to 7 youth per month throughout the 2005/2006 year. In addition, the program provided group support within an alternate school setting to 30 at-risk youth, 90% of whom had been victims of violence. With sponsorship from the McCreary Youth Foundation, the program also supported a peer led initiative to increase and enhance community

awareness to prevent child and youth sexual exploitation. The team delivered presentations to the March 2006 "Stop the Sexual Exploitation of Children and Youth" Provincial Forum in Kamloops and the April 2006 McCreary Youth Foundation "Challenges of Transition Conference." 4 youth provided peer leadership within this project, with many more youth benefiting from the presentations. The program is funded by the Ministry of Public Safety and Solicitor General.

The **Vietnamese Youth Development Program** operates out of the Broadway Youth Resource Centre and assists Vietnamese youth who live in Vancouver to integrate into Canadian society, preventing involvement in marginal or illegal activities. Together with youth, the program identifies needs and concerns for the purpose of implementing relevant, accessible, social, educational, recreation, leadership and volunteer opportunities for Vietnamese youth. The Vietnamese youth worker provides assessment, short-term counselling, referral, individual and group support, and community development. Programming supports youth moving away from negative activities, builds confidence, engaging them in peer support and the guidance necessary to become active, positive members of the broader community. 136 Vietnamese youth were served in the 2005/2006 year. The program is funded by the City of Vancouver.

The **Steps Forward Volunteer Mentoring Program** at BYRC works in partnership with Big Sisters of the Lower Mainland to recruit, train and supervise adults to provide mentoring to youth (with Big Sisters providing mentors to female youth, and PCRS/the Steps Forward program providing mentors to male youth). Together we provided/supported 33 volunteer mentoring matches in 2005/2006. In addition, PCRS has developed a wide range of non-traditional group mentoring options, which appear to be developmentally more appealing to a broader range of at-risk youth. In 2005/2006, we were able to offer 655 non-traditional mentoring “spaces”/opportunities to approximately 300 different youth via 16 different types of groups/activities including arts, recreation, First Nations culture, community development, leadership, etc. 94% of youth engaged in the Steps Forward program increased their level of community supports, while 100% of youth engaged in non-traditional group mentoring options increased their level of community supports. The traditional one-to-one mentoring program is funded by MCFD, while all non-traditional group mentoring activities are funded by a multitude of community donors (see donor page).

The **Youth Housing Registry and Housing Assistance Program** at BYRC began in April 2004. The program maintains up-to-date information related to rental vacancies and provides assistance to high risk youth in securing and keeping accommodations. The program served 137 multi-barriered youth in 2005/2006, as well as having delivered 26 different group sessions. Of those youth who we were able to contact at 3 and at 6-month follow-ups, 100% had maintained or improved their living environment. This city-wide service is funded by MCFD.

The **Youth Volunteer Program** at BYRC provides opportunities for at-risk youth to participate in volunteering, recognizing that volunteering is often the first step towards future employment and/or positive community engagement. The program provided support, training, and community based volunteer opportunities to 96 youth in 2005/06. This number is in addition to the many adult volunteers, mentors, cultural mentors and practicum students who are supported by BYRC. This service is funded by Vancouver Coastal Health and Coast Capital Savings.

SCHOOLS

Eagle High, an off-site component of Midtown Youth Services/BYRC, is a special education/counselling program for 30 high needs grade 8 to 10 students who require a greater level of support than regular high schools or other alternate programs offer. The program integrates an academic component with individual and group counselling, recreation, and cultural activities. The program provided service to 39 youth in the 2005/2006 school year. Eagle High also provided summer school to 8 youth. Outcomes: 75% achieved academic progress (earned course work credit), and 78% improved behavioural stability (including reducing high risk behaviours). Fifteen discharged students graduated into grade 11 or other VSB programs. Eagle High is funded by the Ministry of Children and Family Development and the Vancouver School Board.

The **West Coast Alternate (WCA)** Program is a National Demonstration Project funded by the National Crime Prevention Centre, Public Safety and Emergency Preparedness, Canada; the Vancouver School Board; and Vancouver Coastal Health. This district-wide program is for students who have been diagnosed with Fetal Alcohol Spectrum Disorder. West Coast



Alternate is a comprehensive social, behavioral, educational and employment transition project. The program provides after school and school break programming, family support and outreach, recreational and cultural enhancement, lifeskills and employment transition planning. The program serves up to 21 students, ranging in age from 13 to 18. As 73% of participating youth are Aboriginal, an All Nations component to provide youth with cultural awareness and teachings has been incorporated in partnership with Urban Native Youth Association. In September 2005, WCA moved off-campus from Templeton Secondary School to the PCRS

Grandview Highway location. This move has greatly improved student attendance, staff team cohesiveness, as well as consistency of program delivery. Outcomes: 90% of students have improved attendance; and 95% of Families/Caregivers are better connected to a peer network and community resources.

EMPLOYMENT

New Westminster Youth Employment Station is an employment and life skills program for unemployed or underemployed at-risk youth, aged 15-30 in the New Westminster and surrounding areas. The ultimate goal of the program is long-term attachment to the labour market. The short-term goal is to address barriers standing in the way of this. The program had three mandated targets: 425 new clients were to be served, 300 clients to have return to work

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

action plans; and 225 clients were to have files closed to employment. The program exceeded its new client targets by 110%, serving 468 clients. Return to work action plans were exceeded by 106% with 318 clients signing action plans, and the program met 91% of clients closed to employment targets with 204 files closed to employment (twenty-one hours or more per week). The program moved to a new location on April 1, 2005, which caused a disruption of service and subsequent rebuilding of clientele. Given this disruption of service, exceeding two out of three targets, the program is doing well. The New Westminster Youth Employment Program is funded by Service Canada.

The **Vancouver Outreach Employment Program** began in December 2002. The program serves youth and adults who are in receipt of employment assistance and are struggling with multiple barriers that affect their ability to obtain and maintain employment. The main focus of the program is to provide pre-employment skills to address barriers so that clients are ready for next steps towards increased independence, and where possible, employability. Through one-on-one counselling and workshops, participants are able to construct resumes, cover letters, practice interviewing skills, and access tools necessary to commence an effective job search. Participants include people struggling with substance misuse, homelessness or inadequate housing, mental health challenges, abuse and past trauma issues, etc. The program has developed a partnership with Engineers Without Borders - SFU students who come in once a week for five weeks to teach participants beginner computer classes, free of charge. The Vancouver Outreach Employment Program exceeded funder expectations by providing service to 293 clients; over 65% moved onto employment and/or positive next steps. VOEP is funded

by the Ministry of Employment and Income Assistance.

The Vancouver TradeBuilders Program, funded by Service Canada, provides employment related services to at-risk youth aged 16-30. The program started as a pilot project on February 1, 2006 with 16 participants attending classes beginning February 20, 2006. The 6-week Group Based Employability Skills includes like-skills and job search skills. The Vancouver TradeBuilders Program is an essential link addressing the skills shortage in the construction trades in the Lower Mainland. Participants have the opportunity to specialize in a trade that provides long-term stability and access to apprenticeship. Service Canada Outcome expectations include: 85% completion of the Group Based Employability, with 75% gaining employment and/or returning fulltime studies.



YOUTH RESOURCE CENTRES

The **Youth Employment Resource Centre** in Surrey is a program funded by Service Canada to assist at-risk youth 15-30 years of age overcome barriers to employment. Counsellors assess and create an individualized “return-to-work-action-plan” with participants. These plans include a step-by-step list of goals that range from longer-term training programs offering employability and life-skills, as well as supported job placements, to short term job search or career planning supports. The program also offers an on-site resource room with computers, newspapers, job search and career planning tools, a labour market room with information on hot job sectors and a participant telephone and a job board highlighting jobs specifically attractive to youth. The program offers creative workshops addressing employability issues for youth. The centre utilizes innovative and youth-friendly approaches to support at-risk youth and in its initial pilot year has worked with 362 youth and closed 128 files to employment. Many others have returned to school.

The **Newton and Guildford Youth Resource Centres** provide a broad range of services, to at-risk youth in the Fraser Region in a flexible and integrated fashion. The Centres provide, alternate education programs, alcohol and drug counselling through the Astra Program, Family Counselling and Support through our Family Youth Outreach Program, Independent Living Skills, parent support groups through “Parents Together”, Alcohol and Drug Prevention Program, Reconnect Services to Street Youth, Services to Sexually Exploited Youth, Youth Justice Services, and Youth Mentorship Program. The centre is funded by the Ministry of Children and Family Development and works in partnership with OPTIONS Services to Communities Society, the Boys’ and Girls’ Clubs of Greater Vancouver/Parents Together Program, Fraser Health, Community Justice Initiatives, Big Sisters of the Lower Mainland, and the Surrey School District. The Centres facilitate and support a number of additional services to the community ranging from lifeskills workshops, anger management and various youth group activities.

The **Family Youth Outreach Program** provides mediation, counselling and support services for families to improve and enhance family functioning. The program’s objective is to enable families to live together successfully with an emphasis placed on the development of parenting, communication, conflict resolution and mediation skills as a way to create trust and understanding, and to aid in the successful resolution of interpersonal problems within the family. The program provides flexible in-office or outreach counselling service that accommodates client time and location needs. The

program is funded by the Ministry of Children and Family Development and since its inception in 2004 has served approximately 260 families in the Surrey community. The program success is evident in that we were able to engage 95% of families in the planning and delivery of the services, 71% of parents reported having increased their knowledge and skills of dealing with their family dynamics and 87% of youth ended up remaining in their home.

The **SEY Program (STOP EXPLOITING YOUTH)**, provides active outreach, case management and support for youth who are being sexually exploited. Two Street Social Workers develop creative partnerships with other community partners to help targeted youth reach their goals for stability and independence. Flexible hours, ongoing optimism and a willingness to go to wherever the youth are calling from are keys to our approach. The program began operating in October 2005 and has so far worked with thirty young people between 13 and 18. The program serves Delta, Langley, Surrey and White Rock. This program is funded by Ministry for Children and Family Development.

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.

SCHOOLS

TREES, KEY, and AGE are special education programs for high needs students who require a greater level of support than regular high schools or other alternate programs offer. TREES

(Teen Recreational and Educational Enhancement Services) is aimed at grade 8 to 10 students, KEY (Knowledge and Education for Youth) provides educational and vocational exploration programming for grade 10 through 12, and AGE (adaptive general education program) is aimed at youth who are involved in the youth justice system. These programs integrate an academic component with individualized and group counseling, recreation, and cultural activities. These alternate education programs provided services to 66 youth in the 2005/2006 school year. Outcomes for open and closed files: 89% achieved academic progress (earned course work credit), and 86% increased or maintained an acceptable level of attendance. The alternate education programs are funded by the Ministry of Children and Family Development and the Surrey School District.



ADDICTIONS

The **Alcohol and Drug Prevention Program** is a five member team that uses a broad based health promotion approach to develop and implement substance misuse prevention within communities, secondary schools, alternate schools and elementary “feeder schools”. The program goal is to increase student, teacher, parent and community knowledge about the health effects of substance use. The program provides peer leadership training, an alternative to suspension, youth and parent education groups, with the annual prevention camp being a highlight. Prevention programs are located in Aldergrove Secondary School, Delta and South Delta Secondary Schools, Chilliwack School District, and the community and School District of Surrey. Outputs: In 2005-2006, one-to-one services were provided to 331 youth, 319 classroom presentations were

provided, 142 education groups were facilitated, and staff participated in 69 community activities and events. The Prevention Program is funded by Fraser Health.

The **Astra Program** assists youth, aged 13 to 18, who have demonstrated problems with alcohol and/or drug use. The program goal is to use one-to-one counselling, outreach and some group approaches to help youth reduce substance use and/or abstain from substance use. Astra Addiction Counsellors work across broad geographic regions, oftentimes with youth who are reluctant to receive services. They are located in Surrey, North Delta, Ladner, Tsawassen, Langley and Maple Ridge. Astra provided services to 580 youth in 2005/2006. Outcomes: 55% of youth experienced reduced usage rates or maintained harm reduction or abstinence for closed files, and 38% reported improvement in mental/emotional health. Astra is funded by the Fraser Health.

The **Chilliwack Addiction and Prevention Services (CAPS)** program provides effective and coordinated alcohol and drug prevention, intervention, and treatment services for children, youth, adults and families living in Chilliwack. CAPS five-member team provided 2,161 one-to-one counseling sessions to 663 clients in 2005 / 2006. In addition, the team offered 175 Men, Women, and Substance Affected, and “Early Recovery” group sessions. Outcomes: In 2005-2006, at time of intake, 87% of clients rated fair or poor in the category of substance abuse/misuse and 80% rated fair or poor in the category of mental / emotional health. On average, 51% of youth and adult clients completing the program reported doing “Better” in the substance use domain and 50.5% reported doing “Better” in the mental/emotional health domain at the time of discharge. CAPS is funded by Fraser Health.

EMPLOYMENT

The Surrey Community Outreach Program for Employment (S.C.O.P.E.), funded by the Ministry of Employment and Income Assistance, has been providing pre-employment services for multi-barriered participants between the ages of 16-64 for the past nine years. Services including employability assessments, goal focused service plans, life skills/employability skills workshops, placements for volunteer opportunities and referrals to community resources are provided through outreach, one-to-one support and group workshops. The program also provides specialized support to women in partnership with Atira Women's Society. A major part of the success of the program is the commitment to community involvement. Staff regularly speak at community meetings and connect with and take part in community initiatives that have an impact on issues that affect the client population (i.e., homelessness, FASD, mental health challenges, etc.). This past year, a participant recognized the dedication of the team and sent a nomination for the Team Excellence Award to the BC Career Management Association.

S.C.O.P.E. provided service to 598 individuals in 2005/2006. 46% of the participants were discharged to next step programs, disability benefits, employment, training and education. S.C.O.P.E. continues to exceed funder expectations for this population.

PARTNERING WITH EDUCATIONAL INSTITUTIONS

Pacific Community Resources 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.

TradeBuilders, Surrey, funded by Service Canada, provides employment related services to 36 at-risk youth annually aged 16-30. The TradeBuilders program has partnered with over 70 employers in the construction

trades sector to provide meaningful, long-term employment opportunities. The program provides each participant with 6 weeks of personal development and employment readiness skills that support their goal of full time employment. Coupled with in-class sessions are 1-week of essential skills training, and a "Work Safe" 1-week health and safety certification. In 2005/2006 the TradeBuilders program provided services to 48 participants. Outcomes: 97% completed the personal development and employment readiness component, 87% gained/maintained employment and 27% returned to school for full time studies. 12% of the participants returned to alternate schools in conjunction with their employment opportunities and received their high school diplomas while maintaining their employment.

Baristas Program, an initiative, funded by Service Canada is designed to assist 10 youth per cycle between the ages of 15 – 30, who have multiple barriers to employment, and who wish to begin a career in the retail food and beverage industry. There are 3 service components: a 6-week life-skills and workplace-specific instruction component, a 9-week work experience at a Starbucks location, and one week of career and job search skills instruction. The program has continued to receive national and provincial attention, and continues to positively influence the career development field and local



community through the provision of various workshops and conference presentations. As well, follow-up shows that on average, 60% – 70% of the youth will secure employment before the end of the program, with 80% - 90% employed one year later.

Career Quest is an innovative career-planning program designed to assist youth between the ages of 15 and 30 make informed career decisions. Career Quest began in June of 2003. Career Quest counsellors provide a series of workshops, assessments, and individual counselling support that help program participants to realize their career goals and determine the pathway to achieve these goals. The Career Quest program receives funding from Service Canada. Career Quest served 321 individuals in 2005/2006. Outcomes: 97% successfully completed the program.

Mission: Employment is a youth job assistance program, which delivers a three-step job search and job maintenance plan on a "continuous intake" model. The participants are from various economic and education backgrounds; some have not completed high school while others hold university degrees. In 2004/05 the program assisted 257 Surrey youth to complete a variety of self-directed and/or scheduled workshop activities. The workshops include networking & marketing, resumes, cover letters, interviewing and job maintenance. Participants are trained in how to utilize technology for job search, including how to access E-based employment

opportunities. 239 participants completed their specified goals, and 151 secured employment within 12 weeks of completing service. The program is funded through Service Canada.

RESIDENTIAL

The **Quick Response Program** is a short-term stabilization and assessment resource for high-risk youth aged 12-18, who are currently involved with the Ministry of Children and Family Development. The program is licensed through the Fraser Health Authority and consists of three beds, with one bed currently held for Aboriginal youth. Youth referred to the Quick Response Program struggle with a variety of mental health challenges including depression/suicidal ideation, and psychosis, as well as a wide variety of behavioral, familial, and substance abuse issues. Quick

Response provides a safe, supportive environment in which youth may 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 acute basic needs. In the year 2005/2006, the Quick Response Program provided services to 19 youth, 80% of closed files resulted in a reduction of self-injurious behaviors, while 100% of caregivers reported increased knowledge of mental health/behavioral issues affecting program participants.

The **Family Care Education and Training Program** provides mandatory training to MCFD foster parents in Fraser Region. The 53-hour curriculum is broken down into 17 half-day sessions and is offered throughout the Fraser Region. In addition, the program provides follow-up support to participants as well as monthly Community Forums on topics of interest to foster parents. Outcomes: this past year the program has provided training to 232 foster parents, 185 received their certificates of completion. This year we have created more partnerships with the B.C. Foster Parent Association to deliver training to foster parents on a variety of topics. We also collaborated with this group and another agency to host a conference for caregiving professionals.

The **Caregivers Support Program** offers two distinct service components: in-home support, consultation, education and validation for caregivers, and in-depth assessments and comprehensive behavioural plans for referred children in care. The program provides services to new and experienced caregivers, as well as family members who require support, planning and consultation as they work with particularly challenging children and youth with multiple issues. The program provided services to 36 foster families in 2005/2006. Outcomes for open files: 92% of foster families increased their understanding of child/youth trauma and developmental stages; 95% of foster families increased their understanding of MCFD Foster Home Policy and Procedures. The program is funded by the Ministry of Children and Family Development.



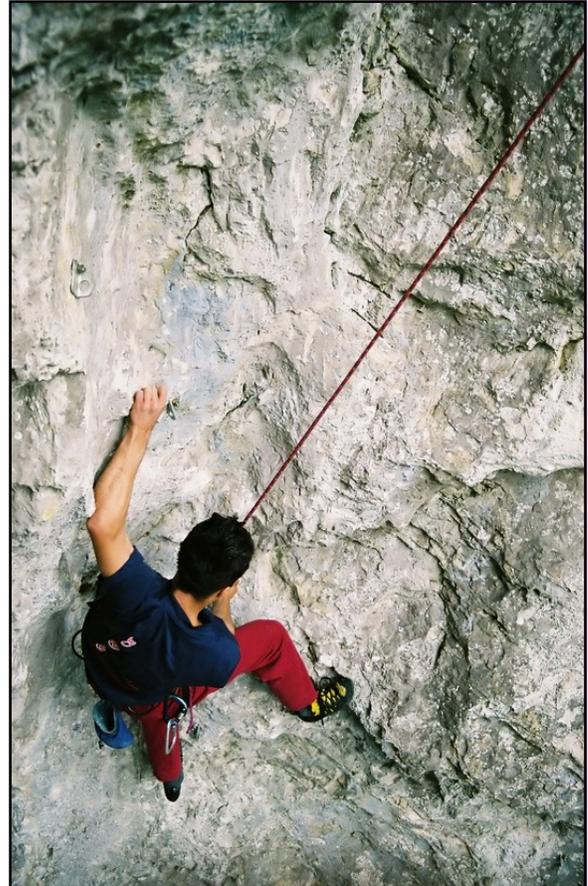
ADDICTIONS

D.E.W.Y. (Day, Evening, Weekend Youth) day treatment program is a, macro-regional program that assists youth aged 12 to 18 who have identified problems with alcohol and/or drug use. The goal of the program is to help youth reduce substance use or abstain from substance abuse through individual and group counselling, life skills and recreational activities. The alumni group and optional activities allow graduates to continue to be involved in programming as well as to take on the role of peer mentor. D.E.W.Y. provided services to 41 youth in 2005/2006. Outcomes: At time of intake, 93% of youth rated fair or poor in the category of substance use/misuse, and 78% rated fair or poor in the category of mental/emotional health. At discharge, 80% of youth completing the program reported doing better in the category of substance use/misuse, and 85% reported doing better in the category of mental/emotional health. D.E.W.Y. is funded by Fraser Health.

EMPLOYMENT

Hire Value is part of a provincial "Training For Jobs" program that very flexibly assists adults who are facing a multitude of challenges and obstacles in their lives, in securing training that is in their area of interest, as well as meeting specific skill shortages in local communities. The ultimate goal of the program is long-term attachment to the labour market. Hire Value has been so successful in meeting funder expectations that the funder granted additional training seats, thereby enabling the program to support additional clients. To date, Hire Value has assisted 140 participants to secure training of their choice, and has seen 96 of those clients successfully maintain full-time employment for 12 consecutive months. The remaining clients are currently still in training or utilizing the support services of the program for job search. PCRS provides Hire Value services in Vancouver, Surrey, Burnaby and Richmond under contract with the Association of Service Providers for Employability and Career Training (ASPECT), and funded by the Ministry of Employment and Income Assistance.

The Passport to Work Project is an innovative project that will provide specialized, user-friendly job search curriculum to multi-barriered youth. The goal of the project is to provide employment related training through computer and internet based technologies. This project provides access to state of the art technology to populations that may otherwise be excluded. The project is funded by the Office of Learning Technologies (OLT) Human Resources and Social Development Canada and works in partnership with Business Objects, Engineers without Borders, Kiwanis Club, Kwantlen University College, the Starbucks Foundations, and Vancouver Community College.



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

THANKS TO OUR FUNDERS, 2005/2006

VANCOUVER COASTAL

Ministry of Children and Family Development

- Broadway Youth Resource Centre

Ministry of Children and Family Development and Vancouver School Board

- Eagle High Special Education/Counseling Program

Vancouver Coastal Health

- Youth Volunteer Program, Broadway Youth Resource Centre
- Youth Advisory, BYRC

Ministry of Employment and Income Assistance

- Vancouver Outreach Employment Program (VOEP)

City of Vancouver

- Vietnamese Youth Development Program
- Resource Room, BYRC

Service Canada (Vancouver/Burnaby)

- Resource Room Project, Broadway Youth Resource Centre (SCPI)
- Baristas Program
- TradeBuilders Program
- New Westminster Youth Employment Station
- Summer Career Placement Program

National Crime Prevention, Justice Canada; Vancouver School Board and Vancouver Coastal Health

- West Coast Alternate Program

Solicitor General

- Aboriginal Victims Support

FRASER

Ministry of Children and Family Development

- Caregivers Support Program
- Surrey Youth Centres
- Quick Response Program
- Foster Parent Education Program
- Fraser Safe Care Program

Ministry of Children and Family Development and Surrey School Board

- T.R.E.E.S., K.E.Y., A.G.E. Special Education/Counseling Program

Fraser Health

- Astra Youth Addiction Outreach Counseling Program
- Youth Addiction Prevention Program (School Based/Community Based)
- Chilliwack Outpatient Clinic
- Pacific Connections (Needle Exchange)

Ministry of Employment and Income Assistance

- Surrey Community Outreach Program for Employment (SCOPE)

Service Canada (Surrey/Langley)

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

MACRO

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

TREASURER REPORT

CONDENSED FINANCIAL STATEMENTS

Balance Sheet as at 31 March 2006

	<u>2006</u>	<u>2005</u>
CURRENT ASSETS		
Cash	\$ 486,012	\$ 396,775
Accounts receivable	697,547	659,208
Prepaid and deposits	72,342	55,503
	<hr/> 1,255,901	<hr/> 1,111,486
PROPERTY AND EQUIPMENT	<hr/> 262,233	<hr/> 158,372
	<hr/> \$ 1,518,134	<hr/> \$ 1,269,858
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 193,151	\$ 139,869
Payroll and deductions payable	473,643	431,644
Deferred income	367,634	195,501
	<hr/> 1,034,428	<hr/> 767,014
RESERVES	<hr/> 306,983	<hr/> 375,000
SOCIETY SURPLUS		
Restricted surplus	262,233	158,372
Unrestricted surplus (deficit)	(85,510)	(30,528)
	<hr/> 176,723	<hr/> 127,844
	<hr/> \$ 1,518,134	<hr/> \$ 1,269,858

Statement of Income and Expenditures for the year ended 31 March 2006

REVENUE		
Government agencies	\$ 9,846,036	\$ 8,601,689
Private donations and recoveries	265,058	67,695
Interest	9,156	9,552
	<hr/> 10,120,250	<hr/> 8,678,936
EXPENDITURE		
Administration	820,093	1,126,085
Partnership and employment programs	3,865,637	3,096,746
Non-residential programs	4,850,179	3,738,963
Residential programs	623,955	639,216
Special care residential programs	-	177,861
Sundry programs and reserves	15,368	32,777
	<hr/> 10,175,232	<hr/> 8,811,648
EXCESS INCOME OVER EXPENDITURES	<hr/> (54,982)	<hr/> (132,712)
ADJUSTMENT TO EXPENDITURES		
Expenditures capitalized for the year	203,250	130,476
Depreciation for the year	(99,388)	(76,964)
	<hr/> 103,862	<hr/> 53,512
SURPLUS (DEFICIT) FOR THE YEAR	<hr/> 48,880	<hr/> (79,200)
SURPLUS INVESTED IN PROPERTY AND EQUIPMENT	<hr/> (103,862)	<hr/> (53,512)
UNRESTRICTED SURPLUS (DEFICIT) FOR THE YEAR	<hr/> \$ (54,982)	<hr/> \$ (132,712)

Complete audited financial statements are available on request.

PACIFIC COMMUNITY RESOURCES BOARD OF DIRECTORS 2005/2006

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Consultant, Health/Human Resources

Larry Koyanagi, Past President
Case Manager,
Vancouver School District

John Neilson, Vice President
Consultant,
The Strategic Consulting Partnership

Michael Lee
Vice President, Top Tier and Asia Pacific Support Customer Service,
Business Objects

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Crown Counsel, Ministry of Attorney General

Tom Wong
Accountant, The Tax Guys

Brian Evoy
Manager, New Practice Development,
Vancouver Coastal Health

Fraser Community Board Directors

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MAIBC FRAIC,
Blewett Dodd Architecture Ltd.

Nancy Olson, Secretary/Treasurer
Manager, Canada Western Bank

Ronald Crick
Mortgage Specialist,
Capital Direct Lending Corp.

Aileen Murphy
Executive Director,
McCreary Centre Society

Catherine Simpson
Consultant and Farmer

Marisa Larsen
District Manager,
Starbucks, Coffee Company Canada

Doug Ireland
Minister,
United Church, Chilliwack

Vancouver Coastal Staff Representatives

Robert Daley, Supervisor, Youth Services

Kristine Kredba, Transition to Adulthood Program

Barry Moore, West Coast Alternate Program

Fraser Staff Representatives

Val Clement, Guildford Youth Resource Centre

Karyn Gert, Youth Employment Resource Centre

Bruce Ratcliffe, TradeBuilders Program

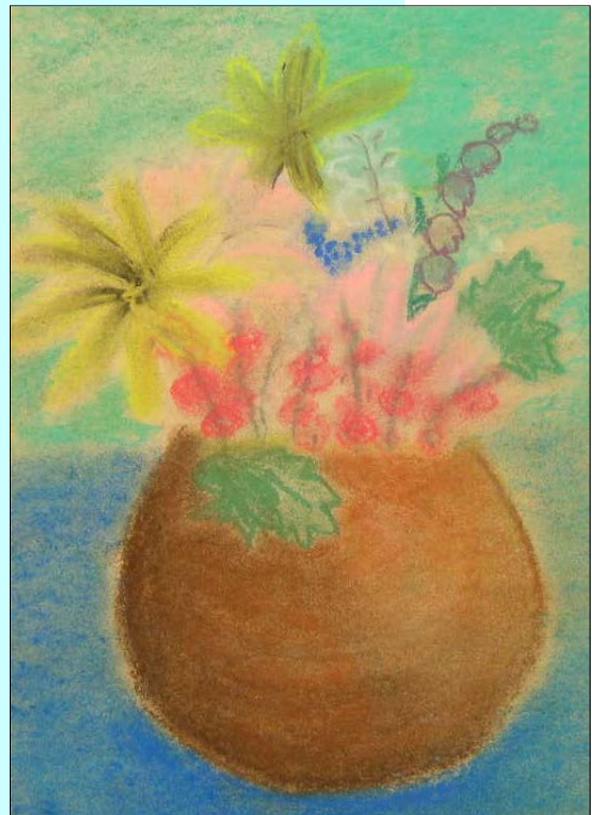
* Work places given for identification only.

BOARD DIRECTORS FROM 1984 TO PRESENT

Sandra Abfalter
Stuart Alcock
Loanne Anderson
Lola Antonius
Gayathri Arunthauarajah
Shashi Assanand
Lorena Battistel
Ryan Bennett
Erin Berger
Steve Bornemann
Joseph Breau
Karina Brino
Louise Bristol
Dave Burgess
Paula Carr
Sherman Chan
Lily Chow
Genevieve Clark
Ardyth Cooper
Heather Coulthart
Teresa Cowan
Ronald Crick
Greg Cummings
Selwyn Dodd
Richard Doll
Myrna Driol
John Duggan
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Doug Estergaard
Vivian Evans
Brian Evoy
Grace Faulkner
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Keren Freed
Chris Hart
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Ruth Herman
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Roy Holland
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Marisa Larsen
Sandy Leach
Michael Lee
Sandra Leonhardt
Bruce Levens
Bang Luu
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Elsie Manley-Casimer
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Bree Tominaga
Milt Walker
Joan Warner
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John Wilkinson
Jane Wintemute
Tom Wong
Maryjane Yusyp



* *All artwork was produced by youth in programs with Pacific Community Resources*



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