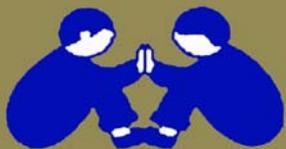


25th Annual General Report

2008-2009



25 Years of Building Our Communities

MISSION STATEMENT

Pacific Community Resources Society

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.

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

We deliver over 50 different programs including Education, Housing, Employment, Counselling, Life Skills and Addictions Services from Vancouver to Hope. 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 15,000 individuals annually, and employ 200 diverse staff at 16 different sites.



**Pictures contained in this
Report are of PCRS/Nisha
staff and facilities from over
the last 25 years.**

With this, my first report, I salute the staff of PCRS and the work you do in our communities.

Around my office in Gastown and throughout our cities we see too many marginalized members of society, young and old, who have slipped through the cracks. It is hard for me and many board members to visualize how you tackle the daunting task of rehabilitation. Thank you all.

PCRS has had a good and stable year. Ian Mass now has 18 months under his belt as Executive Director and continues to enjoy the support of the Board and staff at all levels.

PCRS is held in high esteem for its level of service delivery on all its programs and I am impressed by the reputation it has built up during the past 25 years.

Let's sit back for an evening on June 16th and pat ourselves on the back as we celebrate a most successful 25 years of service. I have asked myself many times during the past 6 or 7 years on the Board how I can relate my work as an architect with the work of PCRS. I have come up with three similarities to share with you:

- 1) **Focus.** If we allow our primary objectives to drift from product to process, bureaucracy takes over and our work suffers.
- 2) **Teamwork.** Rarely does a worthwhile building get designed by a single person. Teamwork drives many of our accomplishments and helps us appreciate the contribution of others.
- 3) **Quality delivery.** I am blessed with many long term clients and I note that PCRS too has the same funders year after year. This means that we are doing a good job or they wouldn't come back for more. But never take these benefactors for granted.

On a final note, there is uncertainty in the air with the serious down-turn in the economy. Who knows how it will affect us personally or at PCRS. The Board and Directors will do their very best to ride out any down-turn with the minimum impact on staff and service delivery. Let's keep our fingers crossed that we do not get too badly impacted.

Selwyn Dodd



A Word from Our Executive Director...



Writing an annual report message makes me proud but also fills me with sense of weariness/optimism.

Pacific Community Resources has had another tremendous year. We continue to provide great service to the children, youth, families and individuals within our existing programs. We have developed four new innovative programs which we launched this

*"nothing I've done, no poem, stand, thought or act of love, hasn't called for another, stronger deed, or I've lost it."
Milton Acorn*

year, the I-RAYL Program, putting street workers on the Skytrain, the Immigrant Youth program, reaching out to older immigrant youth, TILT, a unique housing program for youth in Surrey and SSR a residential program for multi-barriered youth in care. Programs also added or tweaked smaller parts of their services adding value along the way. We work hard at advocacy supporting self advocacy and joining with our colleagues to fight for social justice. We have successfully navigated the transition year from one Executive Director to another and we developed a great strategic vision for our next three years. There's the pride.

The weariness comes in because we know that the economic recession will impact the people we work with disproportionately. Our youth employment programs saw a huge influx of young people as the recession began – last hired, first fired. Most of the families we work with struggle with the economic reality of life even when things are going well – their pain is even more evident now. We know budget cuts will land at the feet of the poor.

What I and PCRS staff work for (the "stronger deed" every year) remains strongly fixed on the individuals we have served and the issues we advocate for over the 25 years we have been Pacific Community Resources. My optimism is rooted in continuing to make a difference and passing the torch of justice to this next generation.

"Real generosity towards the future lies in giving all to the present." - Albert Camus

Ian Mass

YOUTH 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 with 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. The walk-in component of the Centre served more than 3,600 different youth, with over 10,421 contacts in 2008/09.

The Aboriginal Youth Victim Support Services at BYRC provides 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. Support is also offered to the families of the victims. The Aboriginal Youth Victim Support Worker uses Aboriginal and non-Aboriginal approaches. The worker also works closely and liaises with Vancouver Police Department, RCMP, the criminal justice system and other victim service providers including the Aboriginal community and Elders. Our one worker served over 63 youth in the 2008/09 and is the only Aboriginal Youth Victim Support Service Worker in the Lower Mainland.

The Transition to Adulthood Program (TTA) at BYRC 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 a broad range of BYRC supports and 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 2008/09, TTA provided service to 69 youth. 100% of youth served were able to find housing in spite of multiple barriers (extremely low income, high housing costs, low vacancy rates, no references, poor presentation skills, competing for housing with employed adults, pets, etc.). At the time of discharge 96% of youth had improved overall functioning.

The Vietnamese Youth Development Program (VYDP) at BYRC assists Vietnamese youth who live in Vancouver with integration into Canadian society and prevents 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. 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 youths' families, caregivers and the broader Vancouver Vietnamese Community to provide comprehensive services. The VYDW has worked with 82 youth/families in 2008/2009.

The Youth Art Program at BYRC was involved a number of community projects and a gallery exhibition at BYRC showcasing our talented young artists. Our work is now proudly viewable on the west facing exterior wall of 701 E. Broadway, directly across from the BYRC! We also began the planning and painting of another ongoing mural project sponsored by Vancouver Aboriginal Child and Family Service Society. The murals completed in this project will be on display at the newly renovated VACFSS offices on East Broadway. Our gallery exhibition, held in March 2009 showcased the individual art work of our young artists. Several pieces of our youths' art are en route to be displayed for sale at an exhibition in Toronto.

The Youth Advisory Committee 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.

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 centres in Vancouver and provide financial literacy and life skills groups to youth. In 2008/09 the program added another 12 units bringing the total of 22 units of supported housing scattered across Vancouver offering supported housing to youth 17 to 24. In 2008/2009 we opened "the Annex", a shared accommodation for 5 youth. BYRC's housing program was recently cited by youth as a best practice in the Vancouver Foundation's Youth Vital Signs 2009 Report Card.

The Youth Volunteer Program, as a stepping stone toward further successes, provides youth the opportunity to take part in activities and events that support both BYRC and the larger community. This year the program had 80 youth participants. Upon completion of 50 volunteer hours, youth receive a non-cash honorarium for training courses or personal items such as clothing, groceries, etc. In 2008/09 the program contributed 1200 youth volunteer hours supporting 35 community events. The program's Summer Leadership & Mentorship (SLAM) Program received an Outstanding Youth Program award at the City of Vancouver's 2009 Youth Awards.



The Newton and Guildford Youth Resource Centres provide a broad range of programming to youth in the Fraser Region. The centres host alternative education programs, alcohol and drug programs, youth justice services, youth support programs, housing, arts and culture and a Resource Room. The Youth Centres provided integrated services with multiple partnerships including OPTIONS, Surrey Urban Youth Project, Translink, Surrey School Board, Boys and Girls Club, Community Justice Initiatives and all three levels of government. PCRS is the lead organization in both centres.



The FYI (Family & Youth Information & Support for Complex Needs) Program provides support to families with youth, aged 12 - 18 years, affected by Fetal Alcohol Spectrum Disorder (FASD) and other complex needs. The FYI Program Social Worker provides information, support, parenting strategies, service coordination, partnership and advocacy to enable families to provide enhanced care to their youth.

The Immediate Response Program is a strength-based brief intervention program for youth and their families. The program objectives are to increase family functioning to prevent a youth leaving home or support a youth returning home and to recommend clients to long-term supports in the community when needed. IRP also works with the many other programs that support youth in areas such as

school and employment. The program offers a parent peer support group at the Newton Youth Resource Centre. Parents come together to share experiences, connect as a group and support one another. An experienced facilitator provides opportunities to parent's stories of triumph over challenges they have faced in their life. The facilitator also provides the emotional safety needed in order for parent's to share their stories. The program received 223 referrals for support services to families during the last fiscal; of those families 158 successfully completed the program. The program is available to Surrey families and operates out of both the Newton and Guildford Youth Resource Centres.

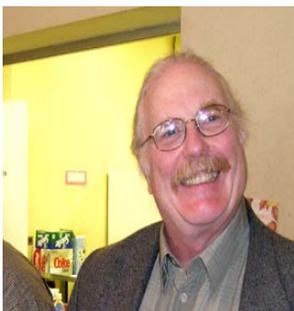
Kinnections is a unique program that matches an adult volunteer with a youth under the supervision of MCFD. The goal for every youth referred is to provide him or her with the opportunity to develop a supportive and caring relationship with an adult who will be a positive role model there to assist them through their transition into adulthood. The program fosters attachments of youth in care to an adult volunteer mentor who will provide long-term attachment and support both while the youth is in care and after they have left the care of the Ministry. Volunteer mentors serve as consistent and positive role models who plan one-to-one activities that will provide the young person with opportunities to experience success and achievement. The objective is that they will, over time develop meaningful long term relationships based on shared experiences and mutual trust. Volunteer mentors may be individuals already known to the youth, or may be otherwise recruited and connected to the youth by the Kinnections Volunteer Coordinators. The role of the program staff is to recruit, screen and train the adult mentors and support the youth and the mentors in developing and sustaining their relationship. Seventeen youth-mentor matches were made during this period of time and the program developed a high degree of community awareness by utilizing a number of innovative strategies.



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.

Reconnect provides information, referrals and support to youth, up to the age of 18, who need help to connect with family, community and/or services as identified by self-referral, street outreach, and/or referrals from concerned individuals or agencies. In 2008, 39 of 85 (46%) referred youth were successfully reconnected to services, family and/or community.



YOUTH CENTRES (Cont'd)

The **SEY (Sexually Exploited Youth) Program** supports Surrey, Delta and Langley youth, up to 18 years old, to exit situations or lifestyles in which they are being sexually exploited. SEY workers provide emergency case coordination, evening outreach, one to one support and connections to services. SEY provided services to 74 youth in 2008; of the forty-six youth who completed service in 2008, twenty-four (52%) were successful in exiting the situation in which they were being sexually exploited. SEY operates out of the Newton and Guildford Youth Resource Centres.

The **Surrey Youth Housing Program** provides support to youth, aged 16 to 19 and the landlords who house them in Surrey. The program has successfully helped youth find and maintain housing and positive relationships with their landlords all over the city. The program's goal is to support youth to secure safe, affordable housing and to educate and work with landlords on the benefits of housing youth. We also



provide mediation and work with both youth and landlords to interpret and understand the Landlord Tenancy Act. The program worked with 148 youth during the last fiscal year. 42% maintained their housing for over 3 months.

The **TILT (Transition to Independent Living Tenancy) Program** provides housing to Surrey youth, ages 16 to 18, who require stable, secure housing and support to successfully make the transition to independent living. This program integrates housing, life skills and youth services under a model that provides both support and supervision. The program currently has 6 furnished units for youth. Of the eleven youth served in 2008, eight successfully met their goals of their transition plan from TILT.



The **I-RAYL (Inter-Regional At-Risk Youth Link)** is an innovative prevention program partnering PCRS with TransLink and the Ministry for Children and Family Development. I-RAYL focuses on having youth outreach workers on and around the Skytrain to identify and support vulnerable children and youth. I-RAYL has been operating since November 2008. The I-RAYL outreach staff work in teams of two and work shifts that cover 7 days per week. The I-RAYL outreach teams take time to ensure they target Skytrain stations that have youth present and ensure they cover those stations once per shift. Those stations that attract a particularly high number of youth, such Broadway, Lougheed and Surrey Central, receive particular staff time and attention. The outreach workers focus on building relationships with at risk youth through their consistent presence and by providing information on resources, referrals, food and support. The I-RAYL team has also taken the time to establish strong relationships with fellow agencies in each community the

The **I-RAYL (Inter-Regional At-Risk Youth Link)** is an innovative prevention program partnering PCRS with TransLink and the Ministry for Children and Family Development. I-RAYL focuses on

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



program serves. To date, the I-RAYL program has received over 75 updates of youth who may be connected to various Skytrain stations. The teams have also been part of a number of repatriation situations and have been involved in assisting members of the general public who have experienced medical emergencies while on the Skytrain. The I-RAYL team will be receiving an award for their assistance in helping a victim of an assault that had occurred at a Skytrain station.

AGE (Adaptive General Education) is a youth justice education program for at-risk youth, aged 13 to 16. AGE provides educational and individual counselling and support, as well as recreational activities. Over the past year 85% of the students attending AGE were consistently engaged with their assigned class work – a very positive outcome within a court ordered student population.

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 High is a special education/ counselling program for 30, grade 8 to 10 students, who require a significantly 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. Eagle High provided service to 36 youth in 08/09. In spite of long student histories of school failures, 83% 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/behavioural barriers.



KEY (Knowledge and Education for Youth) is an alternate school that combines academic programming and recreational activities with individual, group and family counselling services. The program provides alternative education opportunities to 10 students between the ages of 16 to 18. 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. There was a fresh new vibe at KEY this year brought about by the three new staff members. For the first time in many years KEY student enrolment operated near capacity for the majority of the school year. The group of students at KEY this year worked well together and although there will be no graduates, a number of youth were successful in completing courses and all ten students will be returning in September.

LINKS (Learning to Integrate New Knowledge and Skills) 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 LINKS program is situated at the Guildford Youth Resource Centre. 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. The primary goals of LINKS are to have the participants/ students successfully comply with the terms of and complete their probation orders and to transition to next step programs or employment. During this reporting period 89% successfully completed their probation and 77% made the transition to next step programs or employment.



TREES (Teen Recreational and Educational Enhancement Services) alternate school provides educational opportunities for up to 20 students between the ages of 13 to 15. 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 and group counselling. Three of our long time students are graduating from the program in June, completing their Grade 10 and moving on to senior programs to complete their Grade 12. Other highlights included trips to a climbing gym, a gymnastics club, the Cultus Lake waterslides, two camping trips, and seeing a Canucks’ game from Roberto Luongo’s suite in GM Place.

West Coast Alternate is a high school program specifically for youth between the ages of 13-18 years, who are living with Fetal Alcohol Spectrum Disorder. The program is operated in collaboration between Pacific Community Resources, the Vancouver School Board, Vancouver Coastal Health, and the Ministry of Children and Family Development. 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 support. Students in this program are provided with friendly, skilled academic and social supports, in a safe location to meet their academic and social goals. The long term goal is to support students impacted by FASD to successfully complete High School graduation, and/or to attach to positive social activities including employment. Our short term goal is to achieve 75% attendance. In 2008/09 we achieved 79% attendance. Once again, these results far exceed outcomes for youth served within other programs facing a similar range of learning, social/behavioural and organic brain challenges.

ADDICTION SERVICES

The Astra Program assists youth aged 13 to 18 who have demonstrated problems with alcohol and/or drug use. Counsellors have a cognitive-behavioural orientation and view harm reduction as a goal in and of itself. The 5 member team of counsellors provides services for youth across a broad geographic region: Pitt Meadows/Maple Ridge, Surrey, Delta/Ladner/Tsawwassen/South Surrey, Langley/Cloverdale/Aldergrove and Chilliwack. The program accepts self-referrals as well as referrals from other youth serving agencies, schools, family members, friends and MCFD. In 2008/09, Astra provided direct counselling services to 367 youth. Upon formal discharge, 71% of these youth made positive changes in their substance use. Of the youth who had reported having some level of emotional and/or mental distress, all of them noted that there had been some improvement. Astra also provided brief service and/or drug awareness services to 391 youth.

CAPS (Chilliwack Alcohol & Prevention Services) mission is to significantly reduce alcohol and drug problems and their behavioural, health and social consequences for the children, youth and families living in the Chilliwack- Hope Corridor. We provide high-quality services for prevention and treatment of licit and illicit alcohol and drug problems with a team of professionals who are recognized as specialists in the field of addictions. CAPS cognitive-behavioural and bio-social orientation matches people to programming based on their needs and/or "readiness to change" which is built around the Transtheoretical treatment model that integrates various processes of change within, a stage approach to behaviour. Our CAPS team lets each client know that they are valued and we treat each person with dignity. In 2008 - 09 CAPS admitted 130 individuals and provided brief services to another 192 people, and group services to an additional 162 people. PCRS is taking a leadership role in development of a Chilliwack Health Contact Center. The collective vision of the planned center is to work in partnership with individuals, families and community service providers, to improve the health and mental health needs of the community by developing and implement health programs and services that support the values of the Fraser Valley community.



The CAPS Youth Worker Program provides outreach support and counselling services in the early stages of demonstrating problematic substance use behaviour; it fills the gap between prevention and intensive treatment. The program uses both abstinence and harm reduction approaches. The program admitted 19 young people and provided less formal brief services to an additional 82 youth and their families.

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 misuse. The program offers individual and group counselling, recreational activities, and an aftercare program (Alumni Group). New Westminster DEWY now has over 100 graduates. In 2008/09, 68% of the participants indicated a decrease in their substance

use. Similarly, 64% noted that their level of emotional/mental distress had improved. In 2008/09, 17 youth graduated from New West DEWY. Funding was also provided by Fraser Health for the re-opening of the Langley DEWY program. This site will be coordinated by a key facilitator and a peer leader.

PARTICIPATION IN ADVOCACY

One of PCRS' values and service delivery principles is advocacy. Pacific Community Resources supports self-advocacy; advocates on behalf of individuals and families; and engages in systemic advocacy to identify gaps in service, policy issues, and strategies to address social justice issues: poverty, abuse, mental health, substance abuse, violence, homelessness, racism and marginalization.

To demonstrate this we train, encourage and support staff to support self-advocacy be advocates when required. In addition we participate and/or lead at many advocacy coalitions including:

- Alliance for Mental Health and Addictions
- Association of Substance Abuse Programs of BC (ASAP)
- Association of Service Providers for Employability and Career Training (ASPECT)
- BC Career Management Association
- BC Alliance for Mental Health and Addictions
- BC Association of Substance Abuse Programs
- B C Career Information Partnership
- Board Voice BC
- Child Welfare League of Canada
- Chilliwack Social Issues Committee
- Cross Canada Dialogues on youth unemployment issues
- ENET Educational Society
- Federation of Community Social Services of BC
- First Call: BC Child and Youth Advocacy
- National Youth Homelessness Learning Community
- Save Our Daughters
- StreettoHome Foundation: Prevention Committee
- Surrey Homelessness and Housing Task Force
- Vancouver Foundation Youth Homelessness Committee
- Vancouver Four Pillars Coalition
- We Can

Prevention Program operates 4 distinct services with a staff of 5 team members. School Based Prevention operates in Seaqueam 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 2008/09, individual counselling (including brief intervention, individual education and suspension sessions) was provided to 702 youth, 148 classroom presentations were



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 van located at designated sites in Chilliwack 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



completed, 108 education group sessions were facilitated, and staff assisted and participated in 31 community activities and events. Prevention also started to track contact with youth through drop-in sessions – a total of 291 contacts were made.

Crystal Meth Program employs a half time worker to provide direct intervention services to youth and their families experiencing problems as the result of the use of methamphetamine. The program operates from Chilliwack to Hope. In 2008 -09, 15 individuals were admitted to the program and another 40 received less intensive support services.



services are referred to appropriate resources. The program assists in providing a range of health services such as STD testing and exchanges approximately 80,000 needles and distributes approximately 24,000 condoms a year to high risk populations.

Men's Sexual Health Project (formerly 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. On March 31, the project released a study (n=155) examining the sexual health concerns of these populations. The study is currently being used by several groups (including PCRS) to help organize a response to these identified needs.

COMMUNITY OUTREACH PROGRAMS



South Fraser Immigrant Youth Outreach Program has one main location in Newton, satellite offices in Langley, Guilford and Whalley. This new and innovative project will provide service to at-risk immigrant youth between the ages of 15 to 25 who are experiencing social isolation, disconnection from friends and lack of community supports; they may have left school, and may have limited capacity communicating in English. They also may have become street involved and in contact with the youth justice system.

The project provides one to one case management and outreach support to at-risk immigrant youth who have been in Canada for less than 5 years. The goal of this program is to connect the youth to community supports, volunteering, career development and successful connection to the labour market. This project is in partnership with S.U.C.E.S.S and the Douglas College Training Group.



Vancouver (Mid-Town and South Vancouver/Richmond) and South Fraser (Surrey and Langley) Community Outreach Programs are

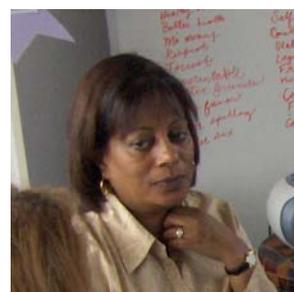
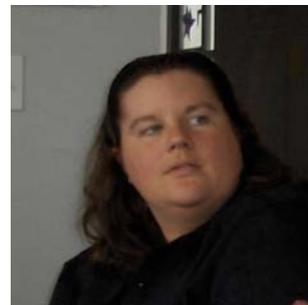
funded by MHSO and are 100% performance based contracts. These programs provide service to a multi-barrier population group from ages 16 – 64. The goal of these programs is to connect participants to community resources to enhance their community connectedness and improved quality of life. Services are available to participants for an 18 month period, and longer periods of service are available if required. Participants receive one to one case management support, one to one or group based life skills training, financial support and outreach support. In partnership with Vancouver Community Network, each site provides a fully functional resource room for the communities they are located in and are accessible for all members of the community. The South Fraser Region client demographic is a much more street entrenched and co-occurring disordered population group compared to our Vancouver programs. In 2008/2009 both programs made their financial funder targets at 100% and 55% to 60% of participants successfully completed the program. In 2008/2009 both programs exceeded financial funder targets and 80% to 85% of participants successfully completed the program.



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



The Quick Response Program (QRP), 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. QRP served 20 youth during the period of January 2008-December 2008. 100% of assessments required were completed on time. 100% of youth who stayed for the duration of the 6-8 weeks had a reduction from intake in intentional self harming behaviours. 100% of the client's social workers had an increased knowledge of the youth's needs and placement requirement.



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Specialized Staffed Resources (SSR), provides youth residential beds. Currently the program consists of two staffed homes, with one youth in one home and two youth in the other home. The houses are based on a houseparent model. Staff provides a nurturing and safe environment for the youth placed in these homes, with one-to-one counselling as needed. Residents are encouraged to set up personal goals that are practical and attainable. Staff works with each youth to achieve their individual therapeutic, personal care, educational, recreational, social, legal, spiritual, and cultural goals as negotiated in their service plan. These plans include activities of daily living; personal and health care skills, including awareness of healthy sexuality; normative and positive family and social relations; positive communication skills; community involvement; and valuing of diversity and tolerance of difference. Other goals of the program are to reduce the frequency/severity of incidences of substance misuse, aggressive, intimidating behaviour and speech and other anti-social activities. SSR homes accept youth aged 13-18 with emotional or behavioural concerns, with the objective of stabilizing the youth for a return to a family home or preparing the youth for semi-independent or independent living. The SSR programs opened in 2008 and have served 4 youth. Since opening there has been a 10% increase in school attendance, and 25% reduction in aggressive/intimidating behaviour.



as negotiated in their service plan. These plans include activities of daily living; personal and health care skills, including awareness of healthy sexuality; normative and positive family and social relations; positive communication skills; community involvement; and valuing of diversity and tolerance of difference. Other goals of the program are to reduce the frequency/severity of incidences of substance misuse, aggressive, intimidating behaviour and speech and other anti-social activities. SSR homes accept youth aged 13-18 with emotional or behavioural concerns, with the objective of stabilizing the youth for a return to a family home or preparing the youth for semi-independent or independent living. The SSR programs opened in 2008 and have served 4 youth. Since opening there has been a 10% increase in school attendance, and 25% reduction in aggressive/intimidating behaviour.

PARTNERING WITH EDUCATIONAL INSTITUTIONS

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



EMPLOYMENT SERVICES



The Baristas Program is a youth employment initiative operating in both Surrey and Vancouver. The Vancouver program was not renewed in January 2009. This program has received applications from hundreds of youth each year who were between the ages of 15 – 30, have multiple barriers to employment and who wanted to begin a career in the retail food industry. Specifically, 70 youth received direct, 6-week life skills and workplace-specific instruction, a 9 week work experience in Starbucks Stores in the Greater Vancouver area, and a week of career and job search skills instruction. In total, 46 participants in both programs were either employed and/or returning to school. Participants of the program have provided exceptional feedback and comments on how the program has affected their work lives and personal lives.

Career Quest is a flexible, career planning program designed to assist youth between the ages of 15 – 30 to make informed career decisions. The program provides support to participants through the development of a career plan that includes short and long term educational and career goals. This is accomplished through a series of career

assessments, including interest, personality and academic assessments, and identifying personal and work skills and values. Participants are able to customize their learning by identifying and scheduling workshops as needed in consultation with their Career Counsellor. Over the past year, Career Quest has provided service to 317 participants and exceeded targets as a result of a 15% increase of participant referrals by Employment Resource Centres.

The New Westminster Youth Employment Resource Centre (NWEYERC) is an employment centre for unemployed or underemployed at-risk youth aged 15 – 30 living in or near the New Westminster area. The ultimate goal of the program is to assist participants with 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 Return-to-Work



Action Plan. In the past year, the program served 632 clients (150% of target), resulting in 332 clients being case managed (111% of target). Due to these numbers, 161 participants were employed, which indicates that the at-risk youth group are highly representative of the “last hired, first fired” cohort as a result of to the current economic recession.



The Surrey Youth Employment Resource Centre (SYERC) is a unique case management centre for multi-barriered 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. Participants are referred to community programs including job search, career planning, Skills Link, and training / educational

programs. The SYERC has a resource room where participants access the job board, internet / computers, fax / telephone, assistance with job search, resume / cover letter writing and interview skills. The program also has an in-house pre-employment intervention called GET REAL – Real Employability and Life Skills, which provides youth assistance with self-awareness, personal growth and job preparation tools. Over the last year, more than 1,000 youth accessed the services at the SYERC, and of those, 438 youth developed a return-to-work action plan, and 202 youth gained employment to date (which is representative of the overall struggle youth in particular have accessing employment during economic downturns).



The Surrey Youth Job Search Program (SYJSP) provides resources, information, tools and techniques to assist and support youth (aged 15 – 30) through the job search process using one-to-one counselling sessions, self-directed activities, and daily group workshops. 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 and cover letters, as well as learn and practice valuable interview techniques. Participants were able to access short-term skills-based training, such as First Aid, WHMIS, FoodSafe and Superhost, to increase their employability in today’s job market. To date, 266 participants have started the program and 237 youth have completed the intervention with 170 securing employment. Overall volume has increased while successful employment has been negatively impacted by the current economic recession.

The FASD Collaboration Roundtables project brings systems together to work out an effective FASD response and entrench that in policy and practice. People with FASD have highly variable needs. No single program can be responsive and a fragmented response system will generally prove ineffective. To significantly improve the life chances of people with FASD, the response system needs to be coherent and coordinated. A strategic plan was completed in 2008/09 and is being implemented in 09/10. This project involves two community tables – in Vancouver and Surrey, to take into account the bi-regional nature



of the service systems. Roundtable leadership is provided by co-chairs representing important systems within the sector: MCFD, school officials, health and police. Funded by the Victoria Foundation, PCRS is the administrative agent for the grant.



Native Elders and Parents FASD Prevention Project. Elders and parents who are familiar with / touched by the issue of FASD will be recruited, trained and supported by the Aboriginal Prevention Coordinator to act as outreach volunteers to engage other Aboriginal parents, extended family, grandparents and caregivers in acknowledging & understanding this difficult issue. Dialogue starts the long term process of healing, which in turn creates a supportive non-blaming atmosphere for families living with FASD, increased community stability and an appetite for engaging in a broader change agenda.



Aboriginal Youth FASD Prevention Project. Youth with FASD (Aboriginal and non-Aboriginal) will be recruited, trained and supported by an Aboriginal Prevention Coordinator (with training support from the Roundtable FASD Trainer) to make prevention / promotion presentations on FASD (what it is, how it affects them, and how it can be prevented) in conjunction with Aboriginal elders.



ACHIEVEMENTS AND 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 Out Stand Up Award, First Call: BC Child and Youth Advocacy Coalition, BYRC, 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*



99.3 The Fox
 Andu & Victoria Keddiss, Keddiss Automotive
 Army & Navy
 Binay Bhattacharyya
 Café Deux Soleil
 Camyar Chaichan, Leave Out Violence
 Carolyn Bell
 Chris Bedford, KARO Group Inc.
 Diane Ganz, Florists Supply
 Don Berg, East End Food Co-op
 Don McGinn, Uprising Breads
 Econowise Office Furnishings
 Eldon Vogt
 Eric Yenson
 Erin Robinson, Vancity Community Foundation
 George Tung
 Gordon & Jacqueline McGregor
 Gordon Basargin, Reality Martial Arts
 Hank & Adriana Tap
 Isabel Tome
 Janet Cochran
 Jean Queen
 Jeff Sundar, Full Metal Minerals
 Joan Lynam, UBC School of Nursing
 Joe Hoggan
 John & Liz Verschuur
 John Oliver Secondary
 John Wigham
 June Earle
 Kate Huffman, PNE
 Keosha Guest, The Active Network
 La Bodaga
 Lana Bonneville
 Linda Lopini, QLT Inc.
 Lynda Gray, Urban Native Youth Association

M. Paul Cook
 Maria Sousa
 Marilyn Dyck
 Mark Gifford, Vancouver Foundation
 Marlowe Wylson
 Marsha Brown
 Marsha Hoggan
 Mary Ellen Turpel-Lafond, BC Representative for Children & Youth
 Mary Grant
 Maureen Bellinger, McDonald Realty
 McDonald's Restaurants of Canada
 Mike Brown
 Mike Matheson, Vancouver Police Community Fund, Kops for Kids
 Morgan Stewart
 Mountain Equipment Co-op
 Norma Jean McLaren
 Ravensong Community Health Centre
 Ruth Annis
 Sandy Madden
 Sir Charles Tupper Secondary
 Sparrow Guitar
 St. George's School
 St. Patrick's Parish
 St. Thomas Aquinas
 Sun Life/Children's Aide Foundation
 The City of Surrey
 The Hamber Foundation
 Vancouver Aboriginal Child and Family Services Society
 Vancouver Police Union
 Wendy's Restaurants of Canada
 Wonderbucks
 Z & Z Top Management and Investments Inc.
 Zahir Jiwa, Shopper's Drug Mart

Grants

Virgin Mobile
 Children's Aid Foundation
 Coast Capital Savings Foundation
 Sun Life/Children's Aide Foundation
 Vancouver Foundation
 VanCity Community Grant
 City of Vancouver



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Community Member
To be confirmed

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Vancouver Coastal Health

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Midtown

Michael Haughn, Community Outreach Counsellor,
Vancouver Midtown

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Instructor
Kwantlen Polytechnic University

Neil Brown
Envision Financial

Fraser Staff Representatives

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Program Assistant, Career Quest

Michael Thompson, Employment Counsellor, Surrey
Youth Job Search

Barry Moore, Community Outreach Counsellor,
S.C.O.P.E.



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 Housing and Social Development

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

City of Vancouver

- Vietnamese Youth Development Program
- Resource Room, BYRC

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
- Kinnections

MCFD and BC Housing

- Quick Response Program
- Specialized Staffed Resources

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 Housing and Social Development

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

Fraser Health and Langley School Board

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

MACRO REGIONAL

Fraser Health

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

Ministry of Children and Family Development

- I-RAYL

Service Canada (Vancouver/Burnaby)

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

Ministry of Children and Family Development (MCFD) School Board & Vancouver Coastal Health

- West Coast Alternate Program (FASD)

Ministry of Public Safety and Solicitor General

- Aboriginal Victims Support

Vancouver Foundation

- Housing

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, Ridgemeadows, New Westminster, Langley
- Chrystal Meth

Service Canada (Surrey/Langley)

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

Health Canada

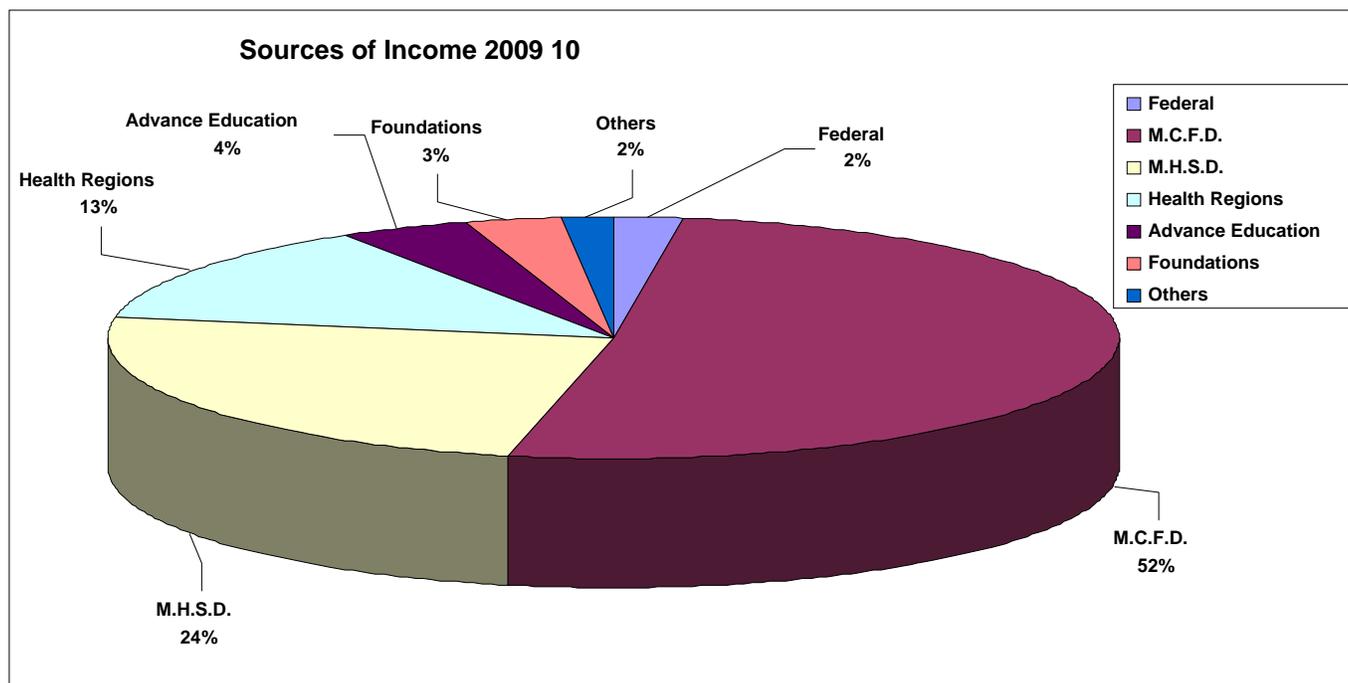
- GSTMSM

Ministry of Employment and Income Assistance/ASPECT

- Workinfontet

Victoria Foundation

- FASD Roundtables



FINANCIAL SUMMARY

Financial Statements for

Pacific Community Resources Society

Balance Sheet as at 31 March 2009

	2008	2009
CURRENT ASSETS		
Cash	\$ 414,780	\$ 871,215
Accounts Receivable	874,261	736,350
Prepaid and Deposits	68,790	70,784
	1,357,831	1,678,349
PROPERTY AND EQUIPMENT	468,613	309,496
	\$ 1,826,444	\$ 1,987,845
CURRENT LIABILITIES		
Accounts Payable and Accrued Liabilities	\$ 118,448	\$ 275,841
Payroll and Deductions Payable	482,135	541,192
Deferred Income	657,786	699,674
	1,258,369	1,516,707
SOCIETY SURPLUS		
Restricted Surplus in property and equipment	468,613	309,496
Restricted Surplus for reserves	306,983	306,983
Unrestricted Surplus (Deficit)	(207,521)	(145,341)
	568,075	471,138
	\$ 1,826,444	\$ 1,987,845
Statement of Income and Expenditures for the year ended 31 March 2008		
REVENUE		
Government Agencies	\$ 11,769,758	\$ 12,622,866
Private Donations and Recoveries	326,970	274,002
Interest	22,318	12,777
	12,119,046	12,909,645
EXPENDITURE		
Administration	1,238,558	1,276,554
Partnership and Employment Programs	4,673,657	4,151,635
Non-Residential Programs	3,976,292	4,913,332
Residential Programs	665,420	1,003,045
Addiction Programs	1,678,415	1,483,911
Sundry Programs and Reserves	3,110	18,988
	12,235,452	12,847,465
EXCESS INCOME OVER EXPENDITURES	(116,406)	62,180
ADJUSTMENT TO EXPENDITURES		
Expenditures Capitalized for the Year	231,910	41,424
Depreciation for the Year	(214,776)	(200,541)
	17,134	(159,117)
NET INCOME (LOSS)	(99,272)	(96,937)
UNRESTRICTED SURPLUS (DEFICIT) –Beginning of Year	(91,115)	(207,521)
SURPLUS INVESTED IN PROPERTY AND EQUIPMENT	(12,134)	159,117
UNRESTRICTED SURPLUS (DEFICIT) –End of Year	\$ (207,521)	\$ (145,341)



June 16, 2009

A Message from the Premier

As Premier of the province of British Columbia, I am pleased to extend my best wishes to everyone attending the Pacific Community Resources Society's (PCRS) 25th Annual General Meeting, Dinner and Dance at the Bollywood Banquet Hall in Surrey.

The Pacific Community Resources Society is a not-for-profit society that has served communities in the Lower Mainland since 1984. I understand that the Society provides social services for people who are vulnerable or otherwise marginalized from society. Through your partnership with other agencies, the individuals that you serve have access to effective, high quality community resources. PCRS is also committed to community-based research, advocacy and development.

I would also like to recognize those who have volunteered their time in organizing and hosting this event. You have worked very hard to make this AGM a great success and to provide a warm welcome to delegates. Without your commitment and dedication, these types of gatherings simply would not be possible.

On behalf of the people and province of British Columbia, please accept my best wishes for productive meetings and a memorable dinner and dance.

Sincerely,

Gordon Campbell
Premier



The City of Surrey

Congratulates the

Pacific Community Resources Society

on their 25th Anniversary.

June 16, 2009

Dianne L. Watts
Mayor



Province of British Columbia
Office of the Premier
www.gov.bc.ca



PO Box 9041 Stn Prov Gov
Victoria BC
V8W 9E1



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

Congratulations
To
Broadway Youth Resource Centre
For 10 Years of
Growing and Building in Our Community



For more information please contact:

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