

26th

Annual General Report

2009 - 2010



26 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 40 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 11,405 individuals annually, and employ 200 diverse staff at 16 different sites.



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

Another year has gone by and with it the usual mix of events, good and bad, that characterize PCRS and its ability to weather storms and still produce the highest quality and variety of service.

Funding cutbacks are a serious threat to our ability to deliver these services. Sadly these cuts are beyond our control and a measure of our success is the way we continue to deliver notwithstanding the difficulties we face.

The Board salutes all our staff and encourage you to keep aiming high. The reputation PCRS has in our communities is well earned and fully justified. Thank you.

The board has lost some stalwart members this year including Michael Lee, Ron Crick and Brian Evoy. Thank you for your time and dedication to the governance of PCRS. Thanks also for donating your specialized knowledge to the affairs of PCRS.

We have also welcomed new Board members. My thanks to all board members, past, present and future.

My thanks to Ian Mass and the Directors for their hard work dealing with unusual, difficult and sensitive issues this year. You enjoy the Board's confidence with good reason.

I would also like to single out the staff members who sit on the Board. Your contribution is very special.

I also make mention of those program leaders who have taken the time to attend Board meetings and enthusiastically outline what they do, who they serve and how they measure their success. This is a very popular start to every board meeting and sets the tone for what follows. Thank you.

There is an old expression that *'you know a good thing when you see one'*. From the outside, looking in, this defines PCRS and I have been proud to chair the Board for the past two years.



Selwyn Dodd

A Word from Our Executive Director...



The PCRS programs you read and hear about all have employment, housing, academic, family functioning and many other goals. These are our contractors' laudable goals and we work hard to meet those goals. Underneath these, people have more basic goals – belonging, mastery, independence and generosity - dreams that often don't line up with their very difficult histories. Fundamentally, helping people rewrite that history and create real and positive stories about themselves is the work we do. Stable employment, positive family relations, decent housing, all follow for a person who can really discover meaning through their stories.

"Find a place inside where there's joy, and the joy will burn out the pain." - Joseph Campbell

I hear these stories everywhere I go in this agency – at the Baristas grad, Youth week barbeques, a Christmas lunch on Victoria Drive, a grad video at TREES, a DEWY open house – I could go on and on, the stories of belonging, mastery, independence and generosity are filtered through an 'outcomes lens', that masquerades as good school marks, a first job, sustained housing or being clean for three months but the real products are citizens.

PCRS supports our staff meeting these real life and funder defined outcomes through training, advocacy, sector leadership, and planning... but the heroes are our front line staff who work to help and our service participants who risk making these new stories their realities. Thank you for another great year.

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 3,300 different youth, with over 10,000 contacts in 2009/10.

BYRC Resource Room

The Resource Room is a walk-in youth friendly environment that provides youth with access to a wide range of referral and information services. Youth also have an opportunity observe and self identify services available on-site that suits their needs.

BYRC Aboriginal Youth Victim Services

Provides support, information and assistance to primarily Aboriginal youth who are victims of physical and sexual violence. The program worker supports the victim by providing them with information, education, referral to counselling services, completing essential documentation and guiding them through the legal system. The program partners with community-based victim services.

"Mt. Pleasant CARES has built a relationship with the Centre and have had the pleasure of working with them on a number of community events. These events would not be possible without the help of the students and staff. BYRC is a good neighbour as well; they clean the streets and alleys and show a positive face in this community. The staff are as fabulous - they are so positive and have a passion for the clients they serve, but also are there to ensure that the students realize the community is happy they are there. The students who have helped at our events have been great! So up beat, positive and can relate to the youth that come to our events. Mt. Pleasant CARES started six years ago and we have been working with BYRC for about six years. It has been a great path. Thank you to all!"

– BYRC Community Partner

"I have been impressed with the variety of services to youth. Especially counselling, housing and employment search support, as well as Life Skills training and information sessions."

– BYRC Community Partner



BYRC Youth to Adult Transition Program

The Youth to Adult Transition Program provides outreach counselling, information, groups, after hours support to assist youth in developing the life skills necessary to make successful transitions to living independently. The program works with youth referred by MCFD, providing individual outreach support and counselling, group work/peer support, relationship counselling, and increasing community connectedness to help in developing a network of supports in the community.

BYRC Vietnamese Youth Development Program

Supporting Vietnamese youth and their families and bridging youth to community resources. The goals of this program include recognizing and celebrating positive Vietnamese youth activities and providing assistance for Vietnamese youth in gaining access to social, recreational, counselling support and employment resources in the city.

BYRC Youth Housing Program

BYRC maintains up-to-date information related to vacancies and assistance in securing and keeping accommodations. This is a city-wide service, and information is provided to other MCFD funded youth centers.

BYRC Volunteer Program

All youth at the centre are encouraged to participate in the on-going volunteer program. This program provides youth with opportunities to participate in a variety of activities that can get listed on their resumes for future employment.

Newton and Guildford Youth Resource Centres (NYRC and GYRC)

The Newton and Guildford Youth Resource Centres provides a broad range of programming to youth in the Fraser Region. The centre hosts Alternative Education programs, alcohol and drug programs, youth justice services, youth support programs, and a Resource Room.

"We had the best support worker a person could ask for. We were helped so much in getting my son into the Fast Track program. Their knowledge of FAS is unbelievable. The worker was a real help at a meeting at the school and I was so glad... a kind and caring worker."

– FYI, Parent of a youth with FAS

Family and Youth Information (FYI)

The FYI 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 FYI Program works in partnership with families to assist them to meet the needs of FAS affected youth.

"I like that she was there for me and made me feel better about myself and never gave up on me, even when I did."

Thanks for that."

– IRP Parent

Immediate Response Program (IRP)

The Immediate Response Program is a brief solution focused intervention service for children, youth and their families. It has been developed to help families come up with solutions to problems that will enable them to live together successfully. The program's objective is to support everyone in the family by dealing with concerns promptly and in a way that encourages the family to be connected to their community.

Inter-Regional At-Risk Youth Link (IRAY-L)

This is a unique partnership/youth outreach program that provides support and resources to youth who gather together on or around the Skytrain stations in the Lower Mainland. This program is part of a cross-regional crime reduction initiative. Youth outreach workers identify and connect with youth ages 10 to 15 years of age. The workers build relationships and provide youth with information about resources, food, and other items.

"Program provided invaluable flexibility in meeting the needs of challenging youth"

– IRAYL, Community Member

Kinnections

Kinnections is a youth mentoring program designed to support youth who are in continuing care of the government or on a Youth Agreement as they transition into adulthood and beyond. Pacific Community Resources Society will continue to provide support services for mentor matches in Surrey.

Reconnect

The Reconnect Program is a service that assists street involved youth and those who are at risk of being on the streets. The program offers information, provides referrals to longer term resources, and supports youth in making positive and healthy choices.

"I am a volunteer with one of the youth, and it is a wonderful service to be a part of. The staff are very friendly and helpful."

– Kinnections Program, Mentor



Stop Exploiting Youth (SEY)

The SEY (Stop Exploiting Youth) Program is funded by MCFD. SEY connects with youth in Delta, Langley, Surrey and White Rock who are vulnerable to sexual exploitation and who do not currently reside in MCFD resources. The objective is to assist exploited youth in making positive changes and to achieve stability in their lives through: emergency case management/coordination, evening outreach, one to one support, connecting youth to community supports, and referral to other community agencies including alcohol and drug programs, counseling, independent living supports, safe bed referrals.

Surrey Youth Housing

The Surrey Youth Housing Program offers one-to-one support to youth aged 16-19 who are seeking or looking to maintain housing in Surrey. This program is staffed with a Youth Housing worker, who is available to provide housing support.

Transition to Independent Living Tenancy (TILT)

The TILT 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 4 suites for youth and one suite for the caregiver.

ADDICTION SERVICES

Astra

This program assists youth aged 13-24 who have demonstrated problems with alcohol and/or drug use. The goal of the program is to use one-to-one outreach counselling to help youth towards reducing or abstaining from all problematic substance use. Group counselling can also be provided.

CAPS (Chilliwack Addictions & Prevention Services)

CAPS provides effective and coordinated alcohol and drug prevention, intervention, and treatment services for children, youth, and families living in Chilliwack.

DEWY (Day, Evening, Weekend for Youth)

Assists youth ages 13 to 18 who have 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 and activities.

CLuB MAGs Mutual Aids Groups

CLuB MAGs is a safe place for youth age 15-24 who want to participate in alcohol, drug and violence free activities. The goal of the program is to provide youth with a sense of belonging and personal growth through specialized social, recreation and spiritual groups. All of our programs are for youth by youth.

SERVING PEOPLE WITH MULTIPLE NEEDS

Program profiles vary:

- 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

Prevention

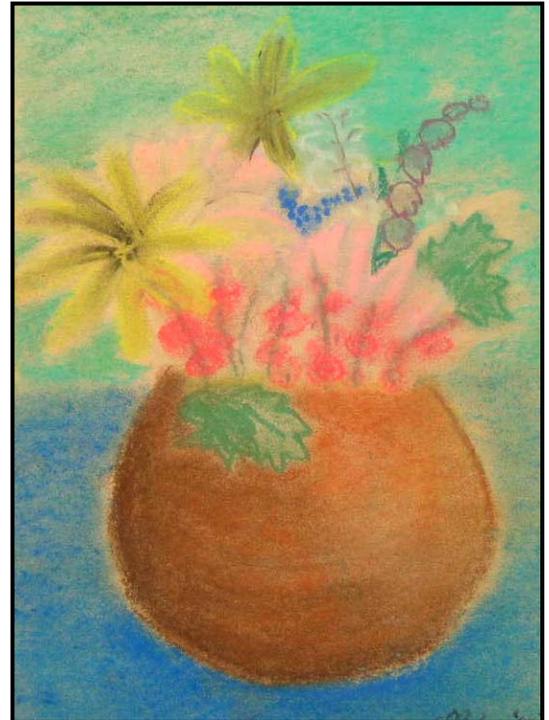
The Prevention Program strives to facilitate a community prevention planning process involving youth, parents, schools and surrounding communities.

Based on this planning process and input received from community stakeholders, we help develop and implement local alcohol, tobacco and other drug prevention programs and activities.

The goal of the program is to reduce the likelihood that youth will start using substances and slow the rate at which alcohol and other drug problems develop among youth within the community.

Crystal Meth Program

This 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 2009/10, 15 individuals were admitted to the program and another 40 received less intensive support services.



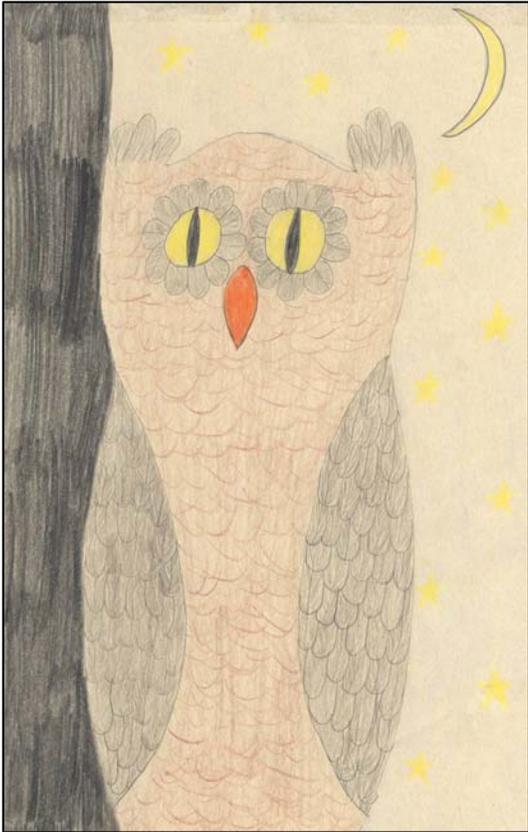
Pacific Connections

Formerly known as "The Connection Program," Pacific Connections has been operated by Pacific Community Resources Society (PCRS) since 2005. The program is an HIV/AIDS prevention program that provides service to intravenous drug users and sex trade workers living in the Chilliwack, Hope and Boston Bar areas. The program provides needle exchange, condom distribution, sexually transmitted infection testing, information, support, and referrals to HIV positive and at-risk populations.



Adaptive General Education (AGE)

AGE (Adaptive General Education) is an education program for youth aged 13 – 17 who are involved in the youth justice system and live in the Surrey area. The program operates September to June and focuses on academics and attendance. Individual support is provided by a Surrey School District teacher and a PCRS youth counsellor.



Eagle High

Eagle High is a special education and counselling program for high-needs students between the grades of 8-10 who require a greater level of support than regular high schools or other alternate programs can offer. The program integrates an academic component with individual and group counselling, recreation, and cultural activities.

KEY Alternate Program

The KEY (Knowledge & Education for Youth) Alternate Program is a partnership between PCRS and the Surrey School District (SSD). K.EY is staffed by a PCRS Youth Counsellor and a SSD teacher. KEY is situated in the Newton Youth Resource Centre and serves ten students between the ages of 16 to 18. These students have been unable to succeed in other regular or alternate school programs for a variety of reasons. Primary goals of the program are to support/ counsel the students in dealing with the behavioural, emotional and academic challenges and to have them successfully move onto other school or training programs.

“I enjoy working with the staff of PCRS in the KEY and Trees programs.”

– TREES & KEY Stakeholder

Learning to Integrate New Knowledge and Skills (LINKS)

LINKS is a Youth Justice Day program for 15 youth, ages 13 to 18, who live in the Surrey area and are currently on probation. The program operates year-round and offers an academic component (September to June), counselling, recreation, art and social skills development,

employability skills development, community connections, support to families, support with professional appointments and commitments, transportation and a lunch program. Individual and group support is provided by a Surrey School District (SSD) teacher, a SSD Youth Worker, three PCRS youth counsellors and a Program Supervisor/Family Support Worker.

Learning is First (LIFT)

LIFT takes a community based approach to the low levels of high school graduation that reinforce the cycle of poverty in the Mt. Pleasant, Little Mountain and Thunderbird-Skeena Terrace neighbourhoods. It provides after-school tutoring (with food) and mentorship to over 150 pre-teens and teens, including many newcomer and First Nations youth. First piloted in 2007-2008, the LIFT model is based on programs that have had overwhelming success in other parts of Canada, but was tailored to local



needs through two years of consultation, dialogue and research. By starting in grade 6 and continuing until grade 12, LIFT spans the pivotal grade 7 to 8 transition and then helps build well-rounded students who can succeed in post-secondary education and life. LIFT currently operates from 3-6pm at three sites (a total of 7 times a week) and trains and places over 50 tutor mentors. Our partnership with Vancouver School Board community schools teams allows for targeted outreach, while LIFT youth councils ensure the program is student driven.

“On behalf of my family, my deepest thanks and gratitude are extended to both of you as well as to the other volunteers for your valuable efforts and amazing services. I wish there would be another LIFT in Surrey.”

– LIFT Parent

SCHOOL PROGRAMS *(Cont'd)*

TREES Alternative Program

TREES is a partnership between PCRS and the Surrey School District (SSD). TREES is staffed by three PCRS Youth Counsellors and two SSD teachers. It is situated at the Newton Youth Resource Centre and serves twenty students between the ages of 13 to 15, living in Surrey. These students have been unable to succeed in the regular or alternate school programs for a variety of reasons. All applications are made through the Ministry of Children and Family Development (MCFD) and have an MCFD file. The primary goals of the program are to support / counsel the students in dealing with the behavioural, emotional and academic challenges and to have them successfully move onto next step school programs.

"I have referred high school students to a few PCRS programs and have been very satisfied with the support given."

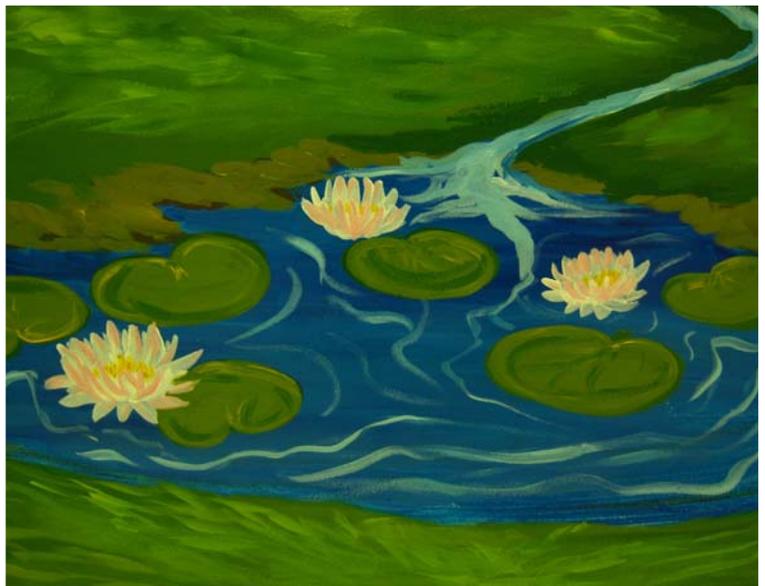
– TREES

West Coast Alternate (WCA)

West Coast is a collaborative, community-based holistic approach to providing comprehensive school and social programming, designed specifically to support youth living with FASD. The program is a partnership between the Vancouver Board of Education (Templeton Secondary) and PCRS. The purpose of this program is to reduce the long-term individual and societal impacts of Fetal Alcohol Spectrum Disorder (FASD) by educating and socializing youth so that they can integrate in society with (optimal) support. West Coast Alternate offers a supportive educational and behavioural environment for individuals whose needs cannot be met in a regular school program, even with necessary modifications. Students in this program are provided with friendly, skilled academic and social supports, in a safe location to meet their academic and social goals.

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



COMMUNITY OUTREACH PROGRAMS



Immigrant Youth Outreach Program (IYOP)

Assists immigrants and refugees aged 15 to 25 living in Surrey, North Delta and Langley. We work to help young people develop the essential skills and knowledge required to meet their future employment, education, training and community goals.

Surrey Community Outreach Program (SCOPE)

Connects people to community resources to enhance the health, independence and quality of life for participants with multiple barriers, special needs, or diminished opportunities living in Surrey, Delta, White Rock, Ladner and Tsawwassen. Service is primarily one-to-one. Community Outreach Counsellors work with participants to identify their strengths and then together with the Employment and Assistance Worker, build a personal plan that works towards achieving goals.

*“Counsellors made you feel like a human being” and
“everything was fantastic as far as the program is
concerned, staff were awesome.”*

– SCOPE Participant

Vancouver Community Outreach Program (VCOP)

Connects people to community resources to enhance the health, independence and quality of life for participants with multiple barriers, special needs, or diminished opportunities living in Vancouver and Richmond. Service is primarily one-to-one. Community Outreach Counsellors work with participants to identify their strengths and then together with the Employment and Assistance Worker, build a personal plan that works towards achieving goals.

*“I’m glad that places like this are here to help people out
with whatever we need.”*

– VCOP Participant



RESIDENTIAL SERVICES

Caregivers Support Program

The Caregivers Support Program offers two distinct service components: in-home support, consultation, education, and validation; and in-depth assessments and comprehensive behavioural plans for referred children in care

“Provided very much needed support with real common sense and workable solutions.”

– Caregivers Support, Foster Parent

Quick Response Program (QRP)

Quick Response Program is a three bed residential program designed to provide assessment, stabilization and support to youth ages 12 to 18 years. The site is centrally located in the South Fraser Region (central Surrey).

“Thank you for everything even though I miss you guys off so much, I’ve learned so many lessons here and I never thought that I would miss you guys this much.”

– QRP Participant

Specialized Staffed Resource (SSR)

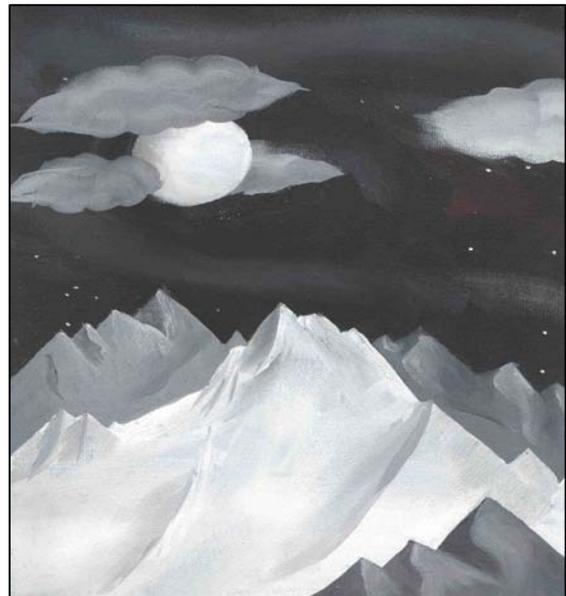
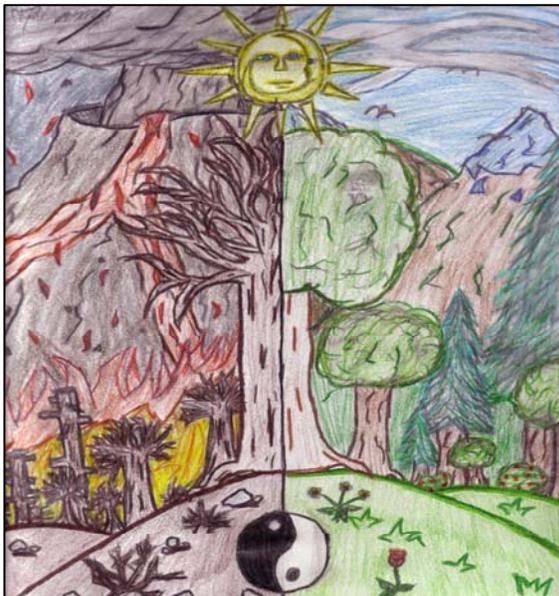
The SSR program provides youth residential beds under contract with MCFD. Currently this program consists of two staffed homes. Both homes are located in Langley. The SSR homes may consist of one youth with one live in support worker 24 hours per day or two youth with two live in support workers 24 hours per day. The houses are based on a houseparent model. All members of the team are skilled Child and Youth Care Counsellors. They provide a nurturing and safe environment for the youth placed in these homes, with one-to-one support/counselling as needed. These SSR homes accept youth ages 13 to 18 with significant emotional or behavioural concerns. The primary objective of the program is to stabilize the youth for a return to a family home or preparing the youth for semi- or independent living.

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



Surrey Youth Employment Resource Centre (SYERC)

The Surrey Youth Employment Resource Centre is a unique case-management centre for youth ages 15 to 30. Case Managers that specialize in working with youth assist clients to identify goals and employment options through assessments and one to one support

*“I would like to share that it’s always been a pleasure working together with the people at the Employment Resource Centre”
– NWYERC, Community Member*

Baristas Employment Training Program

The Baristas Youth Skills Link Programs are an innovative and exciting partnership between Pacific Community Resources and Starbucks Coffee Canada. The programs are serving both Surrey and Vancouver. They are designed to assist 10 youth per cycle between the ages of 15 to 30, who have challenges with obtaining and keeping employment, and who wish to begin a career in the retail food and beverage industry.

Career Quest

Career Quest is an innovative career planning program designed to assist youth between the ages of 15 and 30 to make informed career decisions. Career Quest counsellors are committed to helping participants explore their career options and develop a realistic plan to pursue and achieve their educational and career goals.

*“Keep high energy, well-informed staff that keep an open mind to all roads that can be travelled for the diverse clientele that attend the program.”
– Career Quest Participant*



New Westminster Youth Employment Resource Centre (NWYERC)

New Westminister Youth Employment Resource Centre is an employment and life skills program for unemployed or underemployed youth in New Westminister and surrounding areas. The ultimate goal of the program is long-term attachment to the labour market. The short-term goal is to address those barriers standing in the way.

Skills Connect for Immigrants

The skills connect program helps immigrants create an education and career action plan, assess current English level and upgrade if needed, receive assistance with job search training, and assist with payment for acceptable external services.

Customized Employment

Customized Employment is a program for persons with disabilities that use a unique process for learning about an individual’s unique strengths, abilities, interests and needs. Observation of the person in a variety of situations and consultation with support people provides the feedback needed to create a vision of the ideal work tasks and conditions. This process is called Discovery. Paid employment is sought by shaping the relationship between the job seeker and an employer in ways that meet the needs of both, creating a match through Job Carving.

PARTNERING WITH EDUCATIONAL INSTITUTIONS

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

Surrey Youth Job Search Program (SYJSP)

Formerly called “Mission Employment,” the Surrey Youth Job Search Program provides quality job search services to youth ages 15 to 30 that are motivated and ready to work. The program provides resources, information, tools and techniques to assist and support youth through the job search process using one-to-one counselling sessions, self-directed activities, and daily group workshops with other job seekers.

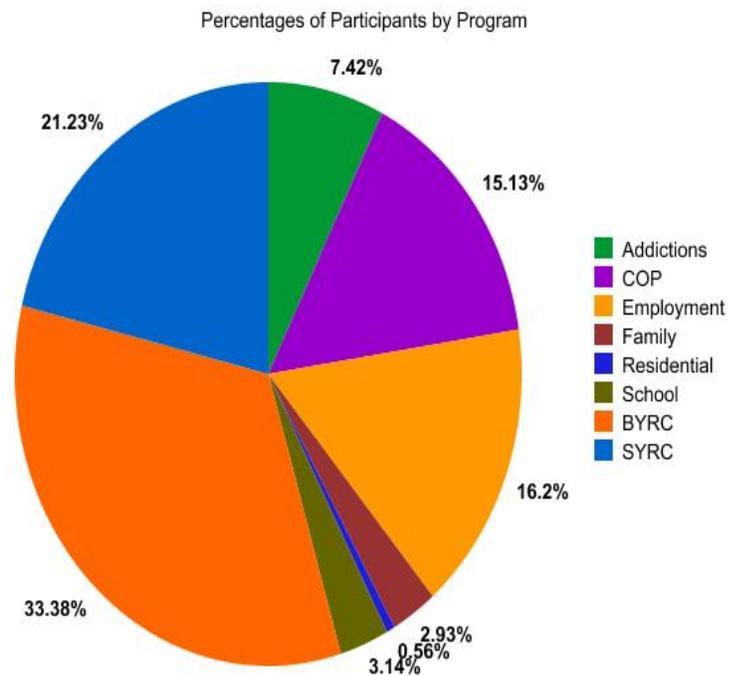
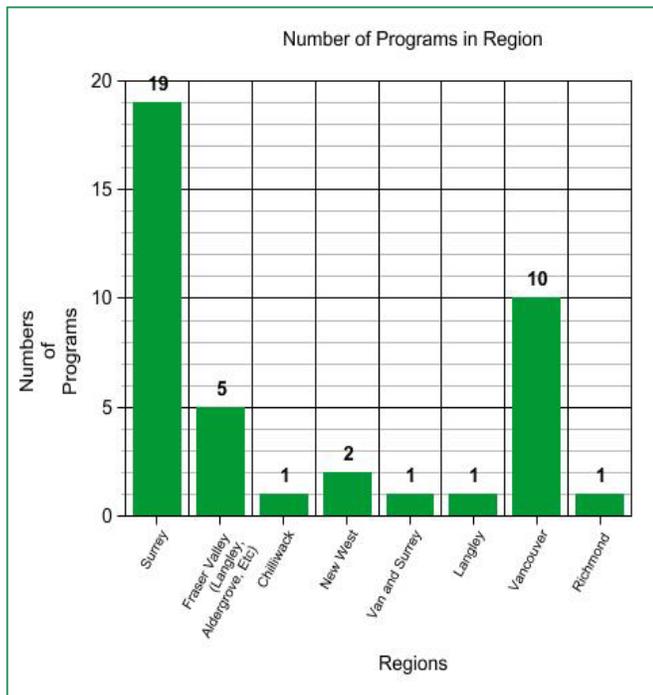
FASD PROJECTS

FASD Collaboration Roundtables

This project brings systems together to work out an effective FASD response entrenched 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 was 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 with the sector: MCFD, school officials, health, and police. Funded by the Victoria Foundation, PCRS is the administrative agent for the grant.

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.



PCRS Achievements and Awards 2009

- **Canadian Cancer Society, “Innovative Community Capacity Building” Award, Youth Volunteer Program, BYRC, 2009**
- **City of Vancouver, Youth Awards, “Adult Ally Award” Aboriginal Youth Victim Support Worker, BYRC, 2009**
- **City of Vancouver, Youth Awards, “Outstanding Youth Awards” BYRC, 2009**
- **City of Vancouver, Youth Awards, “Outstanding Youth Group Award” Summer Leadership and Mentoring Program, BYRC, 2009**
- **Surrey School District #36, “Innovative Services Awarded of Excellence” – Champions for Children and Youth, Baristas, 2009**
- **Conference Board of Canada, “Global Best Award” for Partnerships, Baristas, 2009**
- **Career Development Association of BC, “Team Award of Excellence”, 2009**
- **1 of 5 finalist for the Safe Harbour Champions Award, 2009**
- **“Youth Employer of the Year Award” Starbucks Coffee Company Canada, 2009**

99.3 The Fox
 Adam Louis
 AE & ER Steele
 Aileen Murphy
 Aland Wang
 Alesia Vianhershkaya
 Amelia Martin
 Ana Gabriela Delgado Macias
 Andrea Barrios
 Ark Clothing
 Army and Navy
 Ashley Karol
 Baljit Sangra
 Ben Best
 Benjamin Allen
 Benjamin Jan
 Boris Remes
 Boris Wertz
 Brian Wong
 Buntain Insurance Agencies Ltd.
 Cafe Deux Soleils
 Camyar Chaichan
 Canadian Tire
 Carol Walley
 Cearence Van Meer
 Chad Embree
 Chernoff Family Foundation
 Children's Aid Foundation
 Chris Bedford
 Chris Cowperthwaite
 Christine Lowe
 Coast Capital Savings
 Colin McKerracher
 Cottle and Earle Agencies
 Darryl Remmler
 Daryl Edmunson
 David North
 Diane Ganz
 Dion Steyn
 Don Berg
 Don McGinn
 Econowise Source
 Erika McCoy

Estrella Pedroso
 Frank Harris
 Haafiz Dossa
 Hardy food Sales
 Heather Roex
 Jan Harda
 Janet Cochran
 Jean Adshead
 Jean Queen
 Jennifer Chua
 Jeroen Dekker
 Jessica Di Tomaso
 John Oliver Senior Secondary
 Joy Boyson
 Judy Ageson
 June Earle
 Katriona MacDonald
 Kevin Shahbazi
 La Bodaga
 Laura Silvester
 Lara Williams
 Lauren McGregor
 Laurence Brown
 Lawrence Taylor
 Leigh Peterson
 Letroy Holdings Ltd.
 Lisa Bruce
 Liz Edmunson
 Lukic Branka
 Lynda Gray
 Marie Christine Trottier
 Marilyn Dyck
 Matt Corker
 Matt Phillips
 Maureen Topley
 Michael Tan
 Michael Ziff
 Michel Pouliot
 Mijay Pavon
 Mike Matheson
 Milun Tesovic
 Mountain Equipment Co-op
 Morgan Stewart

Mrs. Graham
 Ms. Anne Cochran
 Nadine Hopkinson
 Naveen Dosanjh
 Nicole Trinidad
 Norma Jean McLaren
 Paradis Rene
 Pearl Jam
 Peter Kim
 Praveen Varshney
 Radmila Juristovski
 Radovan Bosnic
 Ross Blanchard
 Roxanna Yaebi
 Sandee Butterley
 Sara Bearchiell
 Sascha Belagamage
 Sean Heidebrecht
 Seb's
 Sheila Aashwell
 Sir Charles Tupper Secondary
 Slavica Leporis
 Sophia
 Sparrow Guitar
 Spenser Rocky
 Saint George's School
 Saint Patrick's Parish
 Staci Volkhina
 Stephen J. Toope
 Surrey Homelessness
 Taira Jolie
 Tanya Volk Anand
 Taylor Jakubke
 Tory Nash
 Val Katayev
 Valerie Clement
 Vancouver Aboriginal Child and Family
 Services Society
 Wendy's Restaurant
 Wonderbucks
 Zahir Jiwa
 Zoltan Foley-Fisher

Grants

Children's Aid Foundation
 IIBC
 City of Surrey
 City of Vancouver

Coast Capital Savings Foundation
 Imperial Oil
 Sun Life
 United Way

VanCity Community Grant
 Vancouver Foundation
 Victoria Foundation
 Virgin Mobile



THANKS TO OUR FUNDERS 2009/10

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

Ministry of Housing and Social Development

- Community Outreach Program, Vancouver Mid-Town
- Community Outreach Program, Vancouver South/Richmond
- New Westminster Youth Employment Station

City of Vancouver

- Vietnamese Youth Development Program
- Resource Room, BYRC

Service Canada (Vancouver/Burnaby)

- Resource Room Project, BYRC (HIPI)
- 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 Services

Vancouver Foundation

- Housing

Vancouver Coastal Health

- Youth Volunteer Program, BYRC (SMART)

FRASER

Ministry of Children and Family Development (MCFD)

- Caregivers Support Program
- Surrey Youth Centres
- Fraser Safe Care Program
- FASD Case Management
- Kinnections

MCFD and BC Housing

- Quick Response Program
- Specialized Staffed Resources
- T.I.L.T. Program

MCFD and Surrey School Board

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

Ministry of Housing and Social Development (MHSD)

- Community Outreach Program, Langley
- Community Outreach Program, Surrey/Delta
- Surrey Youth Job Search Program
- Career Quest Program
- Youth Employment Resource Centre

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 (CLUB MAGS), New Westminster, Langley
- Crystal Meth

Service Canada (Fraser)

- Enhancing Adult LES (Surrey/Langley)
- Baristas Program
- Summer Career Placement

Ministry of Advanced Education

- IYOP

Douglas College

- Programs and Partnerships

MACRO REGIONAL

Fraser Health

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

Ministry of Children and Family Development

- I-RAYL

Ministry of Housing and Social Development

- SCAP

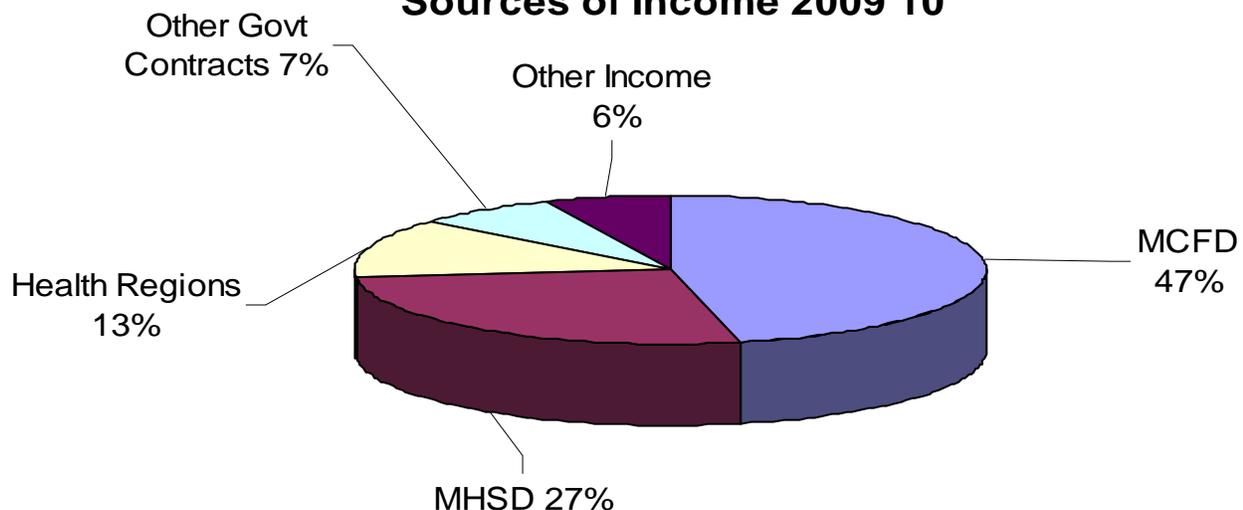
Ministry of Employment and Income Assistance/ASPECT

- Workinfont

Victoria Foundation

- FASD Roundtables

Sources of Income 2009 10



CONDENSED FINANCIAL STATEMENTS

Balance Sheet as at 31 March 2010

CURRENT ASSETS	2010	2009
Cash	\$ 1,043,725	\$ 871,215
Accounts Receivable	704,937	736,350
Prepaid and Deposits	70,800	70,784
	1,819,462	1,678,349
PROPERTY AND EQUIPMENT	288,180	309,496
	\$ 2,107,642	\$ 1,987,845
CURRENT LIABILITIES		
Accounts Payable and Accrued Liabilities	\$ 304,919	\$ 275,841
Payroll and Deductions Payable	519,057	541,192
Deferred Income	797,456	699,674
	1,621,432	1,516,707
SOCIETY SURPLUS		
Restricted Surplus in property and equipment	288,180	309,496
Restricted Surplus for reserves	306,983	306,983
Unrestricted Surplus (Deficit)	(108,953)	(145,341)
	486,210	471,138
	\$ 2,107,642	\$ 1,987,845

Statement of Income and Expenditures for the year ended 31 March 2010

REVENUE		
Government Agencies	\$ 13,114,606	\$ 12,622,866
Private Funds and Recoveries	875,419	274,002
Interest	4,038	12,777
	13,994,063	12,909,645
EXPENDITURE		
Administration	1,185,945	1,276,554
Community Assistance and Employment Programs	4,236,317	4,151,635
Youth Centres and Outreach Programs	5,818,210	4,913,332
Residential Programs	1,104,666	1,003,045
Addiction Prevention Programs	1,560,523	1,483,911
Sundry Programs	52,014	18,988
	13,957,675	12,847,465
EXCESS INCOME OVER EXPENDITURES	36,388	62,180
CHANGE IN PROPERTY AND EQUIPMENT		
Expenditures Capitalized for the Year	183,999	41,424
Depreciation for the Year	(205,315)	(200,541)
	(21,316)	(159,117)
NET INCOME (LOSS)	15,072	(96,937)
UNRESTRICTED SURPLUS (DEFICIT) – Beginning of Year	(145,341)	(207,521)
SURPLUS INVESTED IN PROPERTY AND EQUIPMENT	21,316	159,117
UNRESTRICTED SURPLUS (DEFICIT) – End of Year	\$ (108,953)	\$ (145,341)

PCRS Board of Directors 2009/2010

Vancouver

Joe Breau

Leslie Hanson

Brian Evoy

Bruce Johnstone

Donna Taylor

Eva Ho

Vancouver Staff Representatives

Robert Daley

Deb Knopp

Michael Haughn

Fraser

Selwyn Dodd

Ron Crick

Paul Mochrie

Jay Niver

Steven Dooley

Neil Brown

Fraser Staff Representatives

Tammi Harrison

Barry Moore

Michael Thompson

June 17, 2010

” We were heard and understood. The program helped us a lot. Communication was much better with our son after these meetings. The intention was good and helped us a lot. Most programs are not easy to enter into, this program was.”
– *IRP Parent*

“There is genuine caring and a positive attitude put forth by all of the PCRS workers that I have met in a variety of the programs offered. Keep up the good work.”
– *GYRC Community Partner*

“Very approachable, professional, timely. Clients often request referrals to this agency as they like the staff and the supports available.”
– *Social Worker*

Vancouver Coastal

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