
Pacific Community Resources Society

Annual Report

2019/2020



PCRS | 35
years
Thriving, healthy communities

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Message from the CEO & Board President

On behalf of the Board of Directors, CEO and staff, we are pleased to present this year's Annual Report in a digital format. Over the past fiscal year, we proudly continued to serve the communities of Greater Vancouver, the Fraser Valley and the South Okanagan. This was also the first year of leadership for our new CEO, Debbie Anderson Eng. We celebrated, thanked and said good-bye to Ingrid Kastens who proudly led the agency for so many years.

Deb, with the leadership of the Board and senior staff, maintained the PCRS tradition of ensuring our staff were fully supported as they delivered high quality services to our participants. The year has been one of many significant achievements and more recently, unprecedented challenges as we continue to deal with the impact of COVID-19.

During the year, we continued to expand and improve our services, especially for vulnerable populations by collaborating, advocating and providing increased services to homeless youth and in our education and substance use programs.

We celebrated the opening of our City Centre Youth Hub (CCYH) and we will soon open,



Shannon Leisz & Debbie Anderson Eng
Board President *CEO*

Traverse, our new Chilliwack (20 bed) youth substance use treatment centre.

We renegotiated our employment contracts and forged new collaborations and partnerships. PCRS maintained its sound financial footing.

We are also pleased to announce that PCRS has been selected to be the lead agency in partnership with other organizations to open a Foundry Centre in Surrey! Foundry brings health and social services together to make it easier for young people ages 12-24 to find the care, connection and support they need.

We are continuing our commitment to diversity & inclusion and Reconciliation through hiring talented and diverse staff and offering training opportunities.

We ensured the engagement of our staff through feedback surveys and addressing the increased need for internal communications.

Our website was updated to reflect the input we received from our participants and staff. The new refreshed look and access to information and employment opportunities will ensure that everyone can clearly find the information they need.

As an accredited, highly respected agency, we improved our infrastructure and support systems to understand and measure satisfaction, impact and the importance of our work. We undertook, for the first time, a formal risk identification and assessment process and will continue to monitor and develop action steps to mitigate the identified risks.

The Board of Directors approved the Strategic Plan 2020/23 (SP 20/23). The plan reflects input from internal and external stakeholders.

SP 20/23 outlines our strengths, competencies, opportunities and challenges as we continue to serve our participants and provide high quality services.

Community Board of Directors

Shannon Leisz, President
Kara Hill, Vice President
Ed Yee, Vice President
Laura Jamieson, Treasurer
Neil Brown
Eva Ho
Hardip Jhaj
Bill McMichael
Holly Osborne

Staff Board of Directors

Diana Bryant
Paul Chartier
Tammi Harrison
Sandip Mann

The Annual Operational Plan (2020/21) for this coming fiscal year will guide our focus, our decisions and our direction.



PCRS is committed to our vision of strong, healthy communities and we will remain dedicated to supporting our staff and ensuring our services meet the needs of our participants as we face the challenges and address the impact of COVID-19. Thank you to our Board for their continued leadership and contributions.

Thank you to our Staff for their professional work on behalf of the communities we serve. We look forward to another successful year working together to address the rapidly changing needs in these unprecedented times.

Shannon Leisz & Debbie Anderson Eng
Board President *CEO*

About Us

Pacific Community Resources Society (PCRS) has a 36-year history of providing a breadth of quality, accredited social services across British Columbia, including: education, employment, housing, substance use, mental health, and youth and family support services.

Strategic Directions

PCRS has committed to the following Strategic Directions over the next three years:

PEOPLE AND CULTURE: We recruit, engage and retain diverse highly qualified staff in a competitive environment.

FINANCE AND STEWARDSHIP: We ensure long term financial stability and sustainability.

INTERNAL SUPPORT SYSTEMS: We strengthen our internal support systems, measure our impact, experiences and accomplishments.

SERVICE EXCELLENCE: We provide high quality, people centred services.

Communities We Serve



PCRS operates services on the unceded, ancestral and traditional territories of the Coast Salish Peoples.

We serve communities from Vancouver to Keremeos.

Thank you

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

A complete list of our supporters, funders, and partners can be found on our website. www.pcrs.ca

Impact of our work

Substance Use & Mental Health

We provide substance use and mental health services that meet participants where they're at recognizing that participants have different relationships with substance use. With compassion and professionalism, we approach participants to help them see who they truly are outside of their addiction.

100% participants learned skills to support their health, well-being and independence.



Education

We provide youth with the opportunity to learn, improve, and explore their strengths and interests. We are committed to supporting young people acquire skills, confidence, and competence to be successful in their educational and employment pursuits.

94% were supported to engage with school/ education programming.



Employment

We provide employment services to job seekers and employers in various communities to help participants prepare for employment, secure and maintain jobs that support families, and gain meaningful work experience. Employment is a key component to quality of life.

93% were supported to find and maintain employment.



Youth and Family Support

We provide a high-level of support to families, youth, and adults in the communities we serve. We encourage life skills, personal growth, and a sense of belonging and connection. We operate youth centres, one-on-one and group supports that engage youth through education, outreach, and professional supports.

97% were supported to address safety needs for themselves and their families.

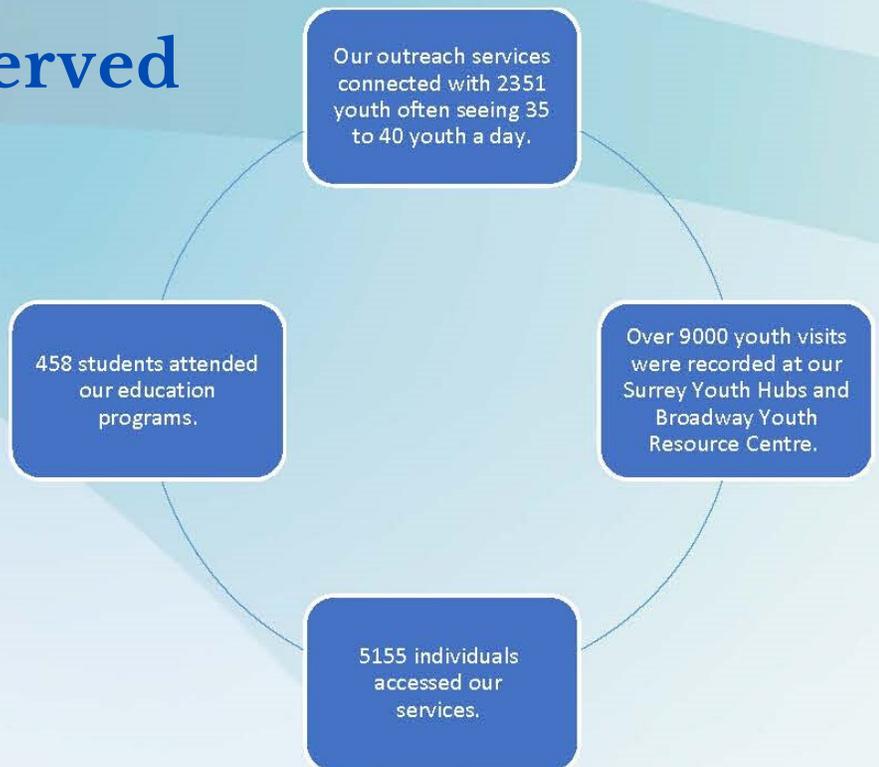
Housing

We provide housing services that support vulnerable people who are homeless or at risk of homelessness to maintain stable, long-term housing. We serve through street outreach, housing search, and housing-first services. We are committed to and passionate about ending homelessness in our communities.

79% were supported to find and maintain housing.

Participants We Served

Last year, we identified gaps in service and continued to address inequality and social problems such as poverty, child abuse, mental health, substance use, unemployment, violence and homelessness.





Service Experience

96% of our participants felt welcome at their service location.

94% of participants felt respected by our staff.

90% of participants accessed services in a timely manner.

89% felt that the services they received were effective and helped make their lives better.

83% reported that they felt their needs were addressed by the services PCRS provided.

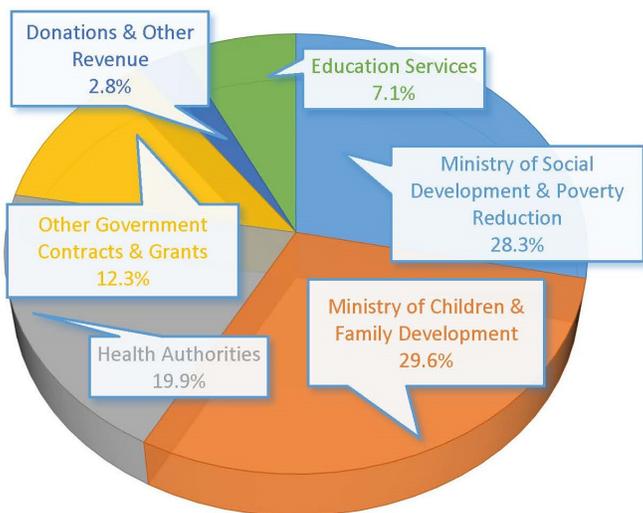
Treasurer's Report

In the midst of a tumultuous year, PCRS continues to strengthen our systems and processes to ensure strong financial management and stability for the organization. We have increased focus on the stewardship of our service delivery contracts as well as completed a full review of staff benefits. PCRS has invested in the technical infrastructure to improve efficiency for staff while also providing greater visibility and insight into financial performance. We have finished our first year under the new WorkBC contracts with a surplus. The construction of our Traverse treatment centre in Chilliwack is nearing completion, and we are on track to begin the start up phase. We were also successful in securing diversified funding in Surrey, Vancouver and Chilliwack to support programs for at-risk and homeless youth. We are happy to report that PCRS is in a healthy financial position.

Financial Highlights

April 1, 2019 to March 31, 2020

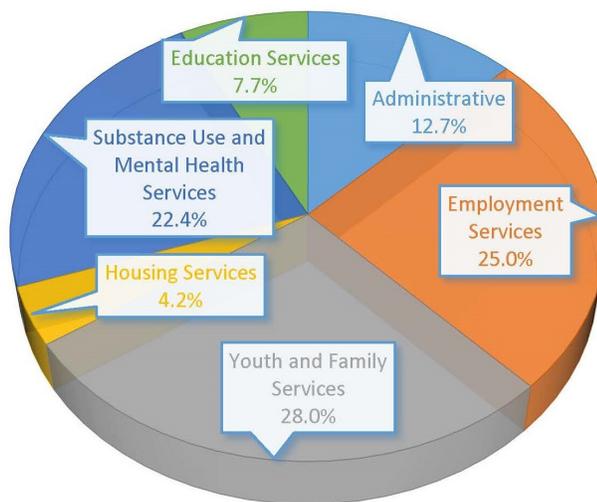
REVENUE



\$29.4m

TOTAL REVENUE

EXPENSES



\$28.6m

TOTAL EXPENSES

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