

**Annual General Report
2007 - 2008**



**PROGRESSIVE
HOUSING SOCIETY**

Our History

The Progressive Housing Society formed in 1981 and has focused its energies for over 20 years on becoming a supportive housing provider to individuals in Burnaby struggling with a mental illness or homelessness.

Our housing support programs offer many individuals support and housing that they wouldn't otherwise be able to access. As the timeline below shows, we have experienced substantial growth over the years, and have become a meaningful service provider in the Burnaby area.

Purchased three houses: Georgia House, Holly House and Rumble House in the early 80's to serve 15 clients

- 1989** ♦ Hired first administrator
- 1991** ♦ Hired first support worker to work with our housed clients
- 1992** ♦ Began the SIL program with 30 apartments
- 1993** ♦ Began Super SIL with 15 apartments
- 1995** ♦ Super SIL grew to 30 participants
- 1996** ♦ SIL grew to 36 participants
- 1997** ♦ Began SIL lite with 24 apartments
- 2000** ♦ Began CLS program for people who only required support services
- 2001** ♦ Began looking at homeless situation in Burnaby
 - ♦ Restructured SIL program to include all SIL programs to serve clients at all different levels of need
 - ♦ Leased Gilmore Transition House from City of Burnaby to serve 5 clients
 - ♦ Began rent supplement program
 - ♦ Began the PHS Community Partnership Committee
- 2003** ♦ Increased service to 50 clients with 15 staff
- 2005** ♦ Founded Burnaby Homelessness Task Force with other community volunteers
 - ♦ Contracted with Fraser Health to provide a homeless outreach program
 - ♦ Assumed operation of the first of six 3-bedroom family-oriented townhouses owned by BC Housing
- 2006** ♦ Hired homeless outreach worker with funding from BC Housing
- 2008** ♦ Received funding for a mobile outreach program and two additional homeless outreach workers
 - ♦ Will be hiring a fourth homeless outreach worker
 - ♦ Began a rent subsidy program for homeless

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Our Services

SIL - Supported Independent Living Program

Annual Report 2007-2008

The purpose and focus of the SIL Program is to provide support to individuals with a severe and persistent mental illness to assist them to develop the skills that they need to successfully maintain an independent lifestyle.

Participants in the support program are provided with a rent subsidy to ensure that their accommodation is affordable. This fiscal year the Fraser Health Authority completed a review of the SIL subsidies and any new participants entering the program will receive a set amount for a subsidy, regardless of rent. This amount is somewhat less than the average subsidy provided in the past.

Participants already in the program will continue to receive the higher amount, but will not be covered for future rent increases. Even though the new subsidy is not as generous, the end result will be that the current budget will be able to support several more subsidies so more people can benefit.

Participants work with support staff to acquire skills in the areas of self-care, personal safety, health and wellness, time management, communication skills, illness management and coping techniques, nutrition, home management, accessing community resources and leisure activities, relationships, education, volunteering and vocational. As people become more independent they work on a long range housing plan.

The SIL Program is based on the principles of psychosocial rehabilitation. Psychiatric rehabilitation provides for services that are collaborative, person directed and individualized. The program “promotes recovery, full community integration and improved quality of lives for people who have been diagnosed with any mental health condition that seriously impairs their ability to lead meaningful lives”.

The SIL program was fortunate to receive a grant this year that provided all of the participants in our mental health support programs with an emergency kit. Progressive Housing staff provided Emergency Preparedness training as part of the project. We are also involved in training that assists people in discovering their innate resources to be more present and at peace. This training has been made available through a “Healthy Bodies, Healthy Minds” grant

The incredible staff on the SIL teams, along with our participants, make the program successful. I would like to take this opportunity to say thank-you to the current SIL staff, Terry Stevens, Patricia Pedersen, Jodi Cooper, Irene Reddy, Andi Hale, Richard Rigby, Jesse Donaldson, Freddy Benmergui and Luba Andrews, and to former staff, Kevin Garipey and May Jenkins for all the wonderful and innovative work that they do.

Linda Kingston
Program Manager
Supported Independent Living Program



*Recovery is...
Remembering who
you are and using
all your skills to
be all you can be.*



"If it wasn't for PHS, I wouldn't be where I am today..."

Patrick Johnson
Client, Holly House

"They help me with cleaning, fixing up my bedroom, and life skills. Because of PHS, my life is better than it would otherwise have been."

Larry Smith
Client, Holly House

"PHS has helped us a lot. I like it that they don't force their support, and they have great special events throughout the year. They're not just about housing, and if we had a crisis, they would be one of our first contacts."

Paul Lowther
ex-Client

At PHS, people are treated with respect and are helped to overcome some of the hurdles they are facing. The people at PHS really care."

Jim McQueen
Volunteer



CLS - Community Living Program

ANNUAL REPORT Apr 2007 - Mar 2008

Our CLS program continues to provide our clients with support and housing services according to their individual needs and preferences. The program includes Shared Housing options, Transitional Housing and Supports Only programs. The program is a parallel program to SIL and provides support services and sometimes a rental subsidy or low cost housing to its clients while they remain in the program.

Our clients work diligently towards actualizing their potential and learning the skills necessary to be as independent as possible. Currently, a number of our clients are working in either paid employment or in a volunteer capacity. Out of a total of 32 clients, 11 clients have obtained and/ or maintained paid employment this past year, while 7 have obtained and/or maintained a volunteer position. Others have worked hard on their skill building and increased their level of competence in managing their home, money, recreational pursuits, social network, level of activity, and community participation.

The CLS Program has seen 9 people who no longer require our services or supports and have graduated to independent housing. In addition, we have been successful in supporting 4 senior citizens, living independently, to maintain their homes.

Many thanks go to Sharon Mueller, our Community Residential Coordinator from Burnaby Mental Health Services for the ease with which she is accessible and practical; to the working partnership that our program has with our clients' various case managers at Burnaby Mental Health; and to Linda Kingston, SIL Program Manager, for overseeing the CLS team for several months this year so I could focus my work elsewhere.

I admire the professionalism, work ethic and stability of our CLS team, Greg Bourgeois, Sheryl Fitzgerald and Naomi Harden and am very thankful that our clients have them as their staff and I them as coworkers.

Cheryl Stogren
Coordinator
Community Living Program



HOP - Homeless Outreach Program

ANNUAL REPORT

Apr 2007 to Mar 2008

The Homeless Outreach Program (HOP) comes by its abbreviated name honestly. Our program has and continues to keep us hopping!

The HOP has remained a low-barrier program, in that anyone who requests assistance from our program will receive it, regardless of any addiction or behavioral issues, as long as they are respectful when dealing with us.

The program has been deemed “credible” by many of the clients it has served, as reflected in the large number of referrals to our program.

The HOP is providing direct services to meet the immediate needs of our clients as the Progressive Housing Society’s Executive Director, its Board of Directors, and its community partner’s work towards finding more long-term community solutions.

Through the combined efforts of the staff in the HOP and the Burnaby Taskforce on Homelessness, we are working towards finding more overall solutions for people who are dealing with homelessness in the community.

OUR CLIENTS

Our clients are numerous and very diverse as is the range of their need for assistance.

The work we do with our clients requires a great deal of patience, mutual respect and persistence, on both the outreach worker’s part and, far more importantly, on the client’s part as they work towards making positive changes in their lives. The effort to change is sometimes a great barrier in itself, as it is frightening and hard work. It takes time to establish a good working rapport with this segment of the population.

Once rapport has been established and the client is ready to make changes (which may or may not include housing), the work begins. Whether it’s meeting an immediate need, such as food or clothing, clean socks and underwear, the use of a phone or access to medical, mental health, addiction, dental services, housing, or the income assistance they are entitled to, or just the replacement of their identification, the HOP is there to help. The time it takes to fully help and support a client is enormous.

If our clients are to be successful in the long term, we need to continue to support them in many ways once housed for as long as they need to be supported. Support includes: problem solving, government agency’s requirements, landlord/tenant issues, life skills training, accessing

resources and so much more.

Our clients generally have had a long history of barriers placed in their way. Because of frequent stigmatization by society, and living in “survival mode” for long periods of time, things that other people would handle with ease are more difficult and trying for our clients. Our program tries its best to see a client through these times so they can have the best opportunity possible of success. In the HOP, we see the potential in everyone and try to reflect that back to our clients.

CURRENT PARTNERSHIPS

1 - BC Housing - Priority Referral Program

BC Housing, besides being one of our contract funders, has also provided increased access to the BC Housing Health Services through its Priority Referral Service. The HOP can refer a client (who meets BC Housing’s program criteria) to this program and has seen 9 people housed in a permanent, subsidized home within 1-2 months of our initial referral. This has afforded our clients safe, stable, and low-cost housing. With such housing it begins to be possible to work towards restarting one’s life.



In addition, BC Housing provides operational funding for the HOP to fund 2 full-time outreach staff.

2 - Ministry of Employment and Income Assistance

The HOP continues to work closely with MEIA and has a mutual agreement of interaction. Our outreach staff can access a daily standing appointment at MEIA for a client. This gets our client to the front of the line, encourages our clients to go through the process of applying for assistance, and decreases the length of time it takes for the client to receive financial assistance. MEIA, in turn, refers clients to see our outreach workers for assistance with housing searches and identification replacement.

3 - Burnaby Taskforce on Homelessness

As a working member of the Burnaby Taskforce on Homelessness, the HOP is very involved in any activity that is part of the Taskforce's work.

Progressive Housing and HOP are active participants in the planning and executing of the annual Metro Vancouver "Day of Action to End Homelessness". The once-a-year all-day event is held every October to raise awareness of the issues that surround people who are dealing

with homelessness and those who are at risk of becoming homeless.

The event, held at Southside Community Church, requires PHS to raise funds for food to be served at the event. In addition, PHS solicits donations of needed products to give out at the event, acquires new "Community Partners" who attend the event, and provides services to our clients. All the staff of the Progressive Housing Society and its board of directors work at the event to ensure its success. Last year we doubled our attendance and were able to provide hairdressers, through Spa Utopia, and makeovers to our attendees.

MOBILE OUTREACH PROGRAM

Another aspect of our homeless outreach program is the **Outreach Resource Centre** at Southside Community Church which takes place every Thursday from 9am to 12 p.m. The Burnaby Taskforce on Homelessness is an important volunteer supporter of this service and is actively involved in running this part of the HOP's direct service programming.

Anyone can attend this weekly welcoming place to find our outreach workers, food, clothing,

the services of a nurse for basic medical care (provided by the Community Nursing program through the Fraser Health Society), hygiene products and a place to socialize. In addition, once a month there is a learning table run by the Burnaby Public Library and "ICare" (a Douglas College literacy program). During the flu season, the nurses from public health have flu shot clinics at the outreach centre.

The Outreach Resource Centre is very well attended, averaging between 50-65 people per week. This program is operated with the staffing of HOP, the sponsorship of the Burnaby Taskforce on Homelessness and many community volunteers. Donations from the community and businesses, and partnerships with the Burnaby faith community are critical to its success.

4 - Service Canada

Last winter PHS was the recipient of funding through Service Canada to purchase a van and have it customized to become a mobile outreach office. In addition, funds were made available to hire 2 more full-time staff for the program.

Our new staff commenced in February 2008 and HOP now has 3 full time outreach workers.



*Traveling the distance
between homelessness
and home*

A Dodge Sprinter Van was purchased and its interior customized with stainless steel and aluminum storage shelving and drawers, a table and seating areas, a waterproof floor and insulation to ensure warmth in the winter and cooling in the summer, a microwave, exterior lighting, awning and seating, and on-board internet/printing/copying/faxing and emailing capability.

Our Mobile unit will travel throughout Burnaby and set up predictable and fixed stops in North and South Burnaby as a means of assisting people dealing with homelessness in the more remote parts of Burnaby to access our outreach team and the services HOP provides.

5-Burnaby Faith Community

Many faith-based groups have supported HOP by providing weekly meals at our Outreach Resource Centre, by collecting donations of clothing, socks, underwear, food, blankets and hygiene products, by donating funds to keep the Resource Centre going, and by recognizing the need for our program to function in Burnaby.

6 - Community Volunteers

The HOP is very lucky to have been able to receive an outpouring of citizens of Burnaby who have requested to volunteer in our program. At our office, in the community, at events, during fundraisers, and weekly at our Resource Centre, our volunteers work extremely hard to maintain the level of quality services that HOP can provide. In addition, they are very kind-hearted and selfless community-minded people looking to be part of the solution.

7-Community Partners - "Raising the Roof"

Once again in 2007, Progressive Housing Society was an active force in the "Raising the Roof" Campaign, selling toques with all of PHS's staff, volunteers and community partners to raise money to go towards enhancing the services of HOP.

The success of HOP and the outreach staff is solely found in the success that our clients experience. Whether it is a very small thing that they achieve or a very life-altering change, our staff's reward is in knowing that they were able to help someone help themselves.

I would like to acknowledge the very dedicated and hard work of our first full-time outreach staff Anita Stocker. Anita took on this challenge and rose to the occasion. Up until February of 2008, she was the sole outreach worker and could have been easily overwhelmed by the amount of need for outreach services in Burnaby. Anita took the volume all in stride, and dealt with each person and their goals. Anita established herself very quickly as a person who is caring, professional, non-judgmental and thorough with the instinctive ability to see beyond a person's current circumstances.

In February 2008, Anita happily welcomed her new coworkers, May Jenkins, who transferred from PHS' SIL program and Christine Klassen, who transferred from PHS's CLS Program. May and Christine's past work experience had been in Mental Health and without much orientation were off and working outreach almost as soon as they put their purses away.

Our Outreach Team has come together and is strong, caring and extremely hard working. Anita, May and Christine have positively impacted all of our client's lives, have strived towards HOP's mandate and goals and have done it all with a great sense of humour.

Cheryl Stogren
Coordinator
Homeless Outreach Program



CPC Update

ANNUAL REPORT

April 2007 – March 2008

The 8th year of the Community Partnership Committee (CPC) included numerous successful fundraisers and community events. Though dismantled for a period of time, the CPC has re-convened with the dedication and hard work of its volunteers and the PHS staff.

This past year's Garage Sale proved to be very lucrative although we received no considerable t-shirt donation as we did the years before. Even without the t-shirt donation we still managed to raise \$2031 which went towards the annual barbecue and Christmas dinner.

The annual barbecue went very well this past year and was well attended by our clients, staff and members of the Burnaby community. The theme was Mexican Fiesta and it offered a catered meal and fun games for all, with one of the highlights being the breaking of the piñatas. The CPC contributed considerably to this event, as they were not only responsible for organizing the event, but also for setting and cleaning up the event site.

The hard work and dedication of the CPC facilitated the enormous success of the 5th Annual Silent Auction and Dart-A-Thon. Over \$5633 was raised from this single event.

The committee was greatly involved in the securing of donations and Dart-A-Thon teams from local businesses and individuals, as well as organizing, setting and cleaning up the event.

Unfortunately the CPC was dismantled from the end of August 2007 until May 26, 2008. Despite this, the PHS was still able to have its Christmas Party, using the funds provided by the Silent Auction and Dart-A-Thon.

This year's goal for the CPC is to become self-sufficient with minimal support of PHS staff. This goal is still a work in progress. Although none of the clients have signed up to chair CPC meetings, the hope is it will happen in the near future. A way to work towards this goal is to have participation of more of our clients at CPC meetings.

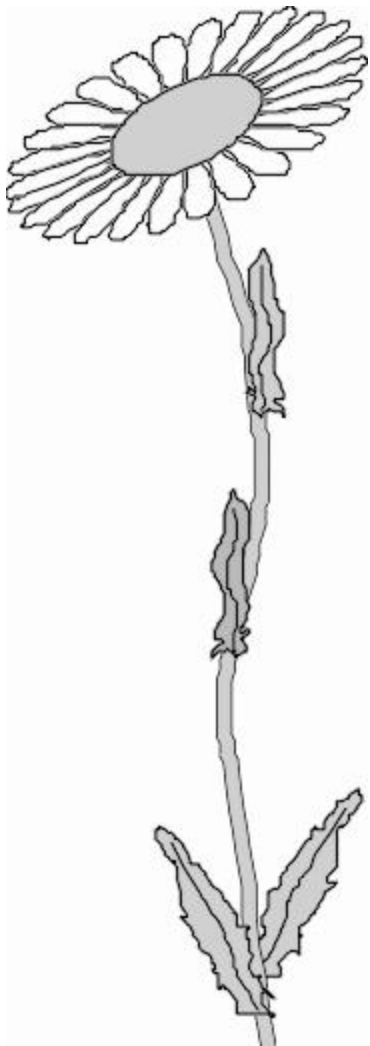
Another substantial goal is to increase our sponsorship from large businesses across the city of Burnaby and BC.

We feel passionately about the results that can be achieved through the participation of our clients and staff in fundraising projects like the Garage Sale and the Silent Auction. Thus we would like to see our events this year be even more successful than in years past.

Thanks to all the CPC members and PHS staff who have made this year so successful.

Elan Squire
CPC Coordinator





Client Profile • George Holgate

The moment you meet George, you notice his quiet, unassuming nature. He is a shy, sweet man that feels intimidated by large groups and prefers to stay in the background.

Born in North Vancouver, he lived happily with his 3 brothers and parents until his late teens, when he began to exhibit symptoms of schizophrenia. It was in 1975, at the age of 19, that he moved into a residential care-home on Pandora to tend and manage his severe mental illness.

George's first contact with PHS was in the early 80's after a series of hospitalizations and licensed residential care homes.

He was approached by PHS case managers to consider leaving his care home to move to an apartment managed by PHS and learn to live independently. At the time, he had some reservations, but when a year later he was invited again, he agreed, and on May 10, 1994, he made the move to independent living.

His first year of living independently posed some challenges to George, and he was hospitalized twice during

that year as he struggled to make the transition. But he has since successfully overcome the difficulties and remained out of the hospital.

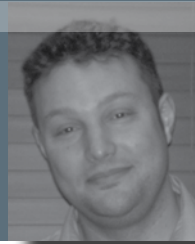
He continues to live in market housing in a bachelor's suite, as he has for 14 years. Since 1997, he has worked part-time at Zellers. His first assignment involved simply organizing the counters. Later he was assigned the buggy runs and assisted with customer service returns. In March 2000, he was offered a position in the restaurant as dishwasher. George is happy with his job and enjoys helping people. He appreciates the support of his boss and fellow employees who he has enjoyed working with for over 10 years now.

He is a regular member of the New West Evangelical Free Church and participates by singing in the worship team.

When asked how PHS has made a difference in his life, George is clear that the people at PHS are not just



case workers, they are your friends. Without their help, he would not be enjoying the benefits of independent life, and would not feel empowered to take control over his own decisions and quality of life. He is proud of the fact that he has remained smoke-free throughout his life, even though smoking is a common habit of people suffering with mental illness. PHS has helped him establish a routine and structure. Because of his pack-rat tendencies, George has been grateful for the help of PHS staff to manage basic life skills such as organizing his papers, taking him clothes and furniture shopping, and more. The best thing about PHS, he says, is that they offer you independent housing and yet are there to offer guidance as you learn how to do it alone.



Board of Directors

ROSE BERGEN PRESIDENT

Rose has worked in the non-profit sector for 11 years, providing affordable housing to seniors and families. As New Vista Society's Tenant Services Coordinator, she managed all aspects of rental issues, including rental contracts, the RTA, and management of tenant issues.

From 2000 until 2005, Rose served as the Vice President on the Seniors Housing Information program Board of Directors (Currently known as the Senior's Services Society). Rose was also a director for six years on the Alzheimer Society of BC Board and was also the volunteer Vice President of the English Conversation classes for Century House in New Westminster.

Having worked on the boards of non-profit societies, Rose brings her expertise to Progressive Housing's Board of Directors for the fourth year. Her experience with housing

issues has helped her understand the importance of providing safe, affordable housing and the link between housing and health.

DORIS ROUTLIFFE VICE PRESIDENT

Doris has been involved in volunteering since the 1950s. She participated in fundraising for a social centre on the Mimico (Ontario) Psychiatric Hospital property as a member of the "White Cross Group". Another fundraising project was the establishment of Interim Place, an emergency shelter for women and children.

Since coming to Burnaby in 1991, Doris has been the tenant representative at New Vista's Winch Tower and the German Canadian Benevolent Society's Concordia Court; escort at United Church New Haven Care Home and German Canadian Care Home; President and Board member

with SHIP and Volunteer Grandparents; librarian at the Youth Secure Custody Centre, tutor in the Douglas College Adult Literacy Program; volunteer with the Red Cross Equipment Loan Service as well as the Burnaby Citizens Crime Watch Patrol. Currently, for Burnaby Citizen Support Services, she drives seniors to lunches and outings and serves at reception for the baby immunization clinic twice a month.

MICHAEL SANDLER DIRECTOR

Michael is a new board member to the Progressive Housing Society and brings a decade of experience in health care as well as a background in program organization and delivery to the PHS team. Educated locally as a nurse and living in the service delivery area, Michael is looking forward to sharing his strategic vision with the board to ensure that services for mental illness and homelessness within the Burnaby area grow to

meet the ever-increasing demand for this type of service. Although new to serving on a board of directors, Michael hopes to gain insight and experience in leading an organization toward its goals, while ensuring that its core values are not compromised.

GORDEN ZELEZINSKY DIRECTOR

Gorden is originally from Ontario and relocated to British Columbia in 1995. He has experienced the services of Progressive Housing Society firsthand and is well-acquainted with the needs of its clients.

Gorden first got sick when he was 11 years old. Shortly after graduating in 1989, he began treatment at the age of 22. Gorden lived in hospitals and in the streets for four years and in two boarding houses for six years. It was during his stay in a boarding house that Gorden learned about Progressive Housing Society and made an application to be accepted



at Gilmore house, where he then lived for 8 months.

In 2003, Gorden moved into his own apartment and is now a director of the Board of PHS and takes part in committees and functions wherever he can. Gorden is also co-chair of the PPAC committee at PHS. He brings a number of skill sets to the Board, having worked in a variety of positions including retail, the service industry, and the operation of an independent franchise.

JON SATOK
DIRECTOR

Jon is originally from Toronto but has lived in the Lower Mainland for the last two years. For the last eight years he has worked in the stock market and transferred to Vancouver due to his job. Having volunteered in various capacities in the past, he joined the board because of his interest in the plight of the homeless, especially



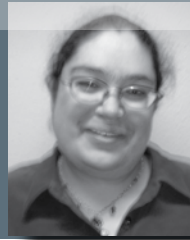
considering the prevalence of homelessness in Vancouver.

ANNE KANG
DIRECTOR

Anne has been teaching in the Burnaby School District as a music specialist and a Special Education teacher since 2005. She also taught for 3 years in private schools facilitated for the learning of students with giftedness, high ability, and learning disability.

Anne serves as Director of Progressive Housing Society; Citizen Representative of the Environment Committee for the City of Burnaby; and Musical Director, Youth and Young Adult Leader and Sunday School Teacher in Tai Kong United Church.

Fluent in English, Mandarin and Taiwanese, Anne was Master of Ceremonies and translator for the Taiwanese Cultural Festival and



the Taiwanese Heritage Festival for three consecutive years. She is an ex-director of the Taiwanese in One group, and one of its founders.

Anne has a passion to help retain the beauty of the City of Burnaby and to improve living conditions for all people.

KELSEY ANDREWS
DIRECTOR

Kelsey is one of the co-chairs of the PPAC. As a client of Progressive Housing Society, she has really appreciated the help she has received over the last few years. Part of her reason for joining the PPAC was her wish to give back. She also feels it is very important for the clients to have a strong voice on the Board of Directors. Kelsey is a published poet who enjoys crafts and reading. She is hoping to go back to school next year.



RAJINDER PANDHER
DIRECTOR

Rajinder has lived in Burnaby since 1976. As a resident of that city, Rajinder is committed to enhancing Burnaby's community services. Rajinder is also a board director of the South Burnaby Neighbourhood House and of the Punjabi Language Society of Burnaby. He is also a founding member and board member of the Burnaby Multicultural Society and of the Ethno-cultural Advisory Association. Rajinder's kindness and sense of responsibility for helping those in need bring a strong level of commitment and dedication to the PHS Board of Directors. His community ties and diverse connections within Burnaby assist PHS in educating the public on issues of homelessness and mental illness.



JAYE ROBERTSON
EXECUTIVE DIRECTOR



ROSE BERGEN
PRESIDENT

Executive Director / President's Report

This has been an incredible year for PHS. During the past year, the volunteer board of directors and PHS staff have worked hard to accomplish many of our goals. Although we have also faced many challenges this year, we have also seen tremendous success in our programs and service enhancements.

The 2007-08 year has been characterized by change and growth as the organization has transitioned into a larger, substantial supporter of individuals in Burnaby needing housing and life skills support . We want to commend all the staff and participants for weathering the growing pains so well this past year, and being so adaptable and flexible. For many, change is hard and building capacity to meet mounting needs can be even harder. The support you provide to each other and the commitment you demonstrate to the Society and community is reflected in the work you do and the success you have with all of our Clients.

When we think about our Core Vision: Housing, Support and Wellness through Partnerships, we are very proud of once again being able to maintain that focus throughout the year and continuing to achieve success in every aspect of our service planning and delivery. None of our success would be possible without the leadership of our Board and the hard work and dedication of all of our staff, clients, volunteers, donors, sponsors, and partners. Because of their commitment, we continue to break down the barriers to recovery, successfully promoting the health and wellness of all our clients.

A big thank you goes to our volunteer Board of Directors for their hard work in leading, guiding

and supporting the staff through the planning and implementation process of our new initiatives. All of our Directors play a key role in forging new partnerships and building networking opportunities for the Society.

We would also like to thank all of our volunteers for their commitment to the organization. We could not have accomplished what we have without your help. We look forward to increasing our supporters and volunteers during the coming year.

Our accomplishments and achievements this past year, in alignment with our Strategic Plan, include:

- Negotiation, renovation and move to new Office Space at 7836 - 6th St., Burnaby
- New Executive Director
- New funding and program enhancements
- New mobile service and purchase of an Outreach Van
- Staffing additions and changes
- New branding of our Society – new LOGO
- Education and awareness through partnerships
- New Board of Director members

We believe that the exciting changes at Progressive Housing this past year are only a token of the possibilities in the new year ahead, and we look forward to another year of committed teamwork and growth.

JAYE ROBERTSON
EXECUTIVE DIRECTOR

ROSE BERGEN
VOLUNTEER PRESIDENT



The Program Participant Advisory Committee

The Program Participant Advisory Committee is made up of participants who want to help make decisions about the running of Progressive Housing Society. It is a new committee, created about two years ago because of changes made to the number of participants sitting on the Board of Directors.

Because it is a new committee, much of our time was spent this year in finding out what our role is. We suggested changes to the Terms of Reference which made it clear that the two Co-Chairs of the committee were full voting members on the Board of Directors. As a result, the new TOR are much more helpful.

We also now have a senior staff member at all our meetings (either Linda or Jaye), so that if we have a suggestion about ways to improve services, there's someone there with decision-making ability who can talk with us and make any changes we agree on.

We have also been busy trying to encourage new people to come to our meetings. To this end, we wrote and published a brochure explaining the role of the PPAC and inviting program participants to come to a meeting. We mailed a brochure to each of the SIL, CLS, and shared housing clients.

We also set up a voicemail extension on the PHS phone system (604-522-9669 extension 320) in which we will always have a message

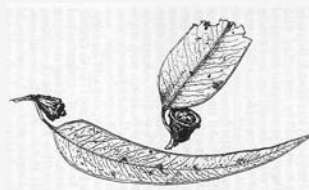
stating the date and time of the next meeting, and where clients can leave a message asking to be put on our phone list, or telling us of any problems or ideas they may have for improving the program. We have also had a sign made to go near the front door of the PHS offices for this purpose.

Policy, Procedures & Development Committee

On account of limited Board resources, the committee was not fully functional this past year. Nonetheless, we did extensively revise two existing policies, i.e. those for the *Program Participants Advisory Committee* as well as *The Role of the Board and Responsibilities of Board Members*.

Much remains to be done and I am hoping, therefore, that one or two of the newly elected members of the board will join the committee to catch up on the delayed activity.

Doris Routliffe
V.P. & Chair, PPD Committee



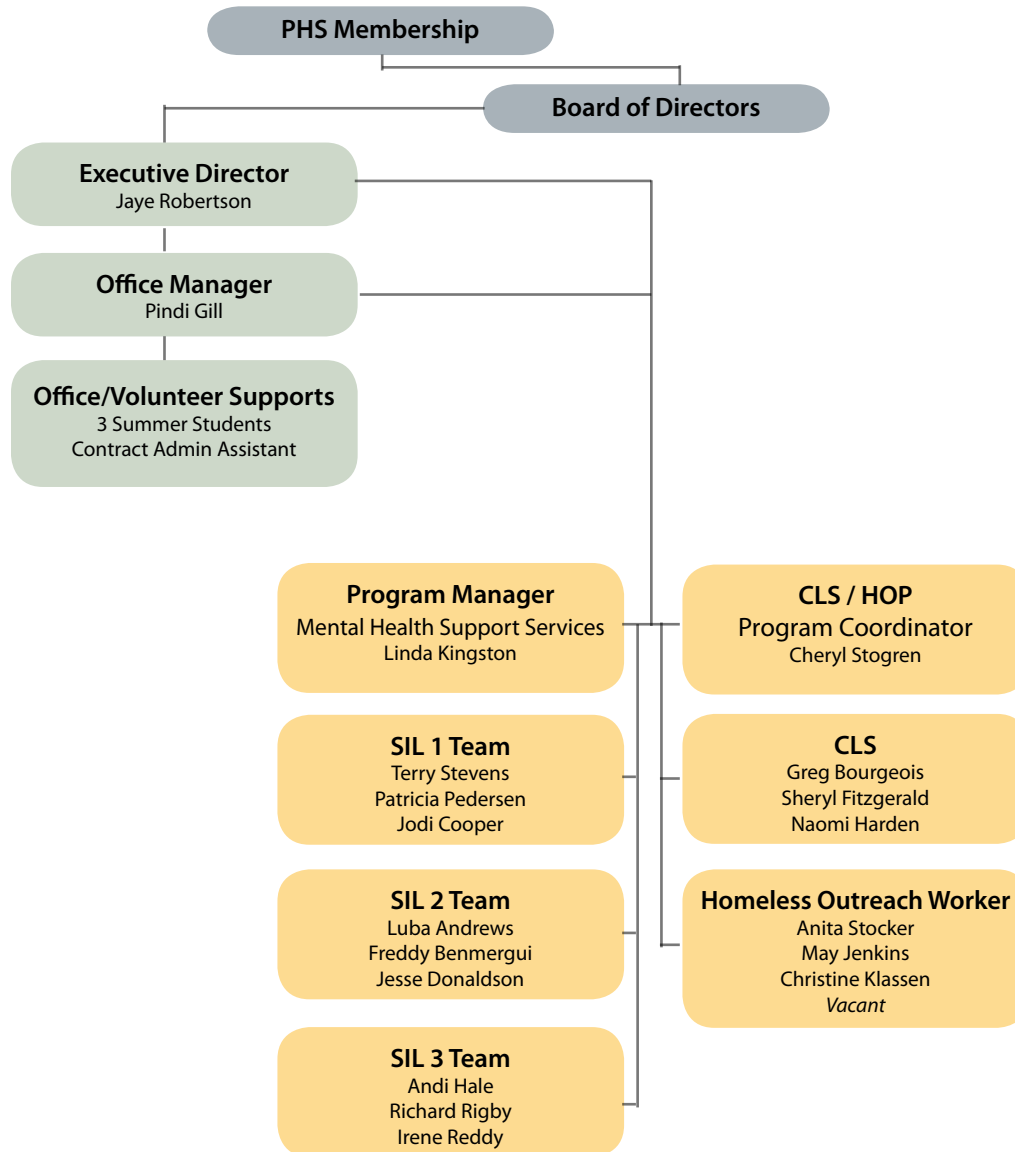
Jaye Robertson
EXECUTIVE
DIRECTOR



Hired in April of 2007, Jaye comes to Progressive Housing Society with over 17 years of experience in the Health, Education and Social Service Sectors. Jaye began her career as a front line Child Protection Social Worker in Eastern Ontario and has worked in a variety of non-profit and government agencies in Ontario and BC. She has a Bachelor of Arts degree in Psychology and a Master of Education degree in Psychology.

In 1995, she moved permanently to Abbotsford and worked with Aboriginal people and their communities for over 11 years. She has had significant experience in community-based programming and the implementation of service delivery. She is acutely aware of the social and psychological implications that affect persons living with a mental illness and the stigma that is often associated with a severe mental illness. Jaye firmly believes in the empowerment of people to aid them in reaching their potential while supporting them through their journey.

Organization of Progressive Housing at June 2007



Nominating Committee Report

SLATE OF BOARD MEMBERS 2008/2009 Board of Directors

The following officers and directors-at-large are in the middle of their term and therefore do not need to be re-elected.

Rose Bergen	President
Doris Routliffe	Vice President
Gordon Zelezinsky	PPAC co-chair
Kelsey Andrews	PPAC co-chair

Kristine Lux, Treasurer has resigned from the Board of Directors leaving the position of Treasurer vacant. The Secretary's position is also vacant.

The Nominating Committee wishes to put forward the following name.

Treasurer: Jon Satok (New)
Secretary: Vacant

The Nominating Committee has been actively recruiting during the past year and the following new volunteers have joined the Board as directors-at-large:

Anne Kang
Michael Sandler
Rajinder Pandher

The Committee recommends acceptance and confirmation of this slate of board members.

Respectfully submitted
Rose Bergen, Chair
Nominating Committee

THE PROGRESSIVE HOUSING SOCIETY

Annual General Meeting

Wednesday, June 18, 2008
Southside Community Church
7135 Walker Ave
Burnaby, BC

AGENDA

Lunch

Member Registration

Call to Order

Welcome

Bill Siksay
Raj Chouhan
David Chudnovsky

Approval of Agenda

Approval of Minutes from last AGM June 28, 2007

Executive Reports

President / Executive Director
Auditor / Treasurer

PPAC Report

Nominations Report

Election of Board Members

Approval of Reports

Adjourn Business Part of Meeting

Program Update

SIL Program
CLS Program
Homeless Outreach Program
Community Partnership Committee Update

Staff and Volunteer Recognition

Adjournment



A Year in Review

Our Strategic Plan outlines a number of specific goals that Progressive Housing would like to accomplish by 2009. In the last operating year, we have met a number of our goals, making marked advancements towards our growth strategies.

Our Strategic Plan intends to offer a collaborative system of community based services, housing and support services for Mental Health Clients.

To that end, we have succeeded in moving towards our goals in the following areas:

MENTAL HEALTH HOUSING AND SUPPORT SERVICES

- We have been successful in establishing a planning and communications protocol with the Fraser Health Authority in contracting services for provision of subsidized housing and supports. We continue to dialogue with Fraser Health to continue our partnership.
- We continue to maintain open communications with City of Burnaby and BC Housing to develop new options for housing including a building of 50 units with 25 SIL, 25 Transitional, and 5 shelter beds, enhancing the services offered by Lookout Emergency Aid Society.

SOCIETY BOARD GOVERNANCE AND DEVELOPMENT

- Community representation on the PHS Board of Directors has increased, despite the loss of 3 board directors. The addition of 4 directors has added new skill sets to our growing board.
- The PPAC Committee's Terms of Reference were amended and reviewed, and participation was increased.
- Board members have become more active in community events on behalf of PHS, attending volunteer event opportunities and

Burnaby Board of Trade event.

- In order to maximize Board effectiveness, support to Board Members was increased with the production of a Board Orientation Package in 2006. In addition, Board Orientation sessions were held in the fall of 2006 and again in the spring of 2008. On-going training is offered to board members through BCNPHA, Volunteer Vancouver, etc.

MEMBERSHIP AND VOLUNTEER DEVELOPMENT

- New volunteers are constantly being recruited for the Homeless Outreach Center with the help of the Burnaby Homelessness Task Force. We are continuing to improve membership recruitment and researching potential stakeholders and members.
- A significant success has been the re-branding of the society through a new logo and website to enhance external communications.
- Several students with related skill sets have been recruited to enhance office operations and our service to the public.
- Volunteer functions are being advertised on our website and in society publications.

EXTERNAL RELATIONS AND ADVOCACY

- We are continuing to work on finding ways to increase Progressive Housing's community profile and visibility. In the past year, we have issued ongoing press releases with information about our activities to the media. This includes press releases about our homeless count and the new outreach mobile van



unit funded by Service Canada. As a result, numerous positive and thought-provoking news pieces were written on behalf of Progressive Housing Society. More progress in this area is the focus of the coming year. We are also continuing to work with service providers and leaders of community organizations to create a more collaborative and integrated continuum of services.

In the next term, board and staff representation on community committees should be looked at, as well as alliances with other agencies. Another future goal is the development of a crisis communications plan.

ORGANIZATION AND LEADERSHIP

- A review of Progressive Housing's organizational structure and needs has been conducted with a revision of the current organizational chart.
- In addition, funding for staff and operations has been negotiated with Fraser Health, and increased funding for our shared houses has been arranged with BC Housing.
- Ongoing training for PHS management has been made available to develop operational leadership in order to increase the capacity of Progressive Housing in implementing the Strategic Plan.

HUMAN RESOURCE DEVELOPMENT

- A staff training and development plan is ongoing. Because of a minimal budget for this goal, the training plan is best implemented as group training. Efforts to enhance this program are continuing.
- As per the Policy, Procedure, and Development Committee, two policy manuals have been successfully revised thus far for the following departments: *The Program Participants Advisory Committee* and *The Role of the Board and Responsibilities of Board Members*.
- HR and Financial Policies are presently undergoing revision and should be completed by August 2008.

ASSET AND RISK MANAGEMENT

- All required maintenance work on shared houses has now been completed.
- The development of the PHS building fund must still be addressed in the next term.

FINANCIAL SUSTAINABILITY AND AUTONOMY

- Because our goal is to have PHS increasingly less dependent upon government funding for operations, we are continuing to secure new sources of core funding. A calendar for funding deadlines has been updated. Applications are being

made ongoingly for grants and contributions, in addition to our successful application for another year with "Raising the Roof".

- Several planned projects have been implemented, including the Outreach Resource Center and Drop and the new mobile outreach van.
- In addition, we have found occupants for all 6 of the BC Housing townhomes at Irmin.

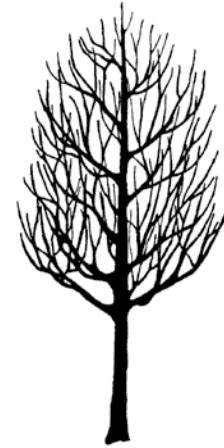
EVALUATION AND RESEARCH

- In our desire to measure PHS outcomes in 2006/07 against established housing and health sector benchmarks, we have successfully met with the Fraser Health Authority to determine anticipated targets and outcome measurements and are still continuing our work towards accomplishing this strategic outcome.

In conclusion, we have seen marked progress in this past year, having already met many of our strategic targets, and will continue to press forward to see the accomplishment of our strategic vision in 2009.

Jaye Robertson
Executive Director





THE PROGRESSIVE HOUSING SOCIETY

Minutes of Annual General Meeting 2007

Held at Southside Community Church
7135 Walker Ave
June 28, 2007

Registration and lunch served at 2:00 p.m.

1. Welcome and Introductions

- Rose Bergen thanked everyone for coming and introduced one special guest.
- Bill Siksay (MLA) thanked the society for all their hard work and for making such a huge difference and wished the society the best with the move.

2. Meeting called to order by Rose Bergen at 2:12 p.m.

3. Motion to accept Agenda (Patrick Johnson/Rena Sauschlager) - CARRIED

4. Motion to approve 2006 AGM Minutes (Larry Smith/Lynn Wood) - CARRIED

5. **Executive Reports:** Rose said there would be one motion made to accept all of these reports at the end of the business part of the meeting.

5.1 President's Report

5.2 Treasurer's Report

5.3 Auditor's Report

5.4 Executive Director's Report

6. Board Nominations

6.1 **Term Expiration:** Board members whose term expired in 2006/07 and are not returning are:

- Phil Henderson, Past President
- John Erickson, Secretary

• Keri Heikman, Director at Large
Rose thanked retired board members for all their hard work and gave John Erickson his certificate.

6.2 **Slate of Board Members:** As presented by Nominating Committee Chair, Rose Bergen.

President	Rose Bergen
Vice President	Doris Routliffe
Treasurer	Kristine Lux
PPAC Reps	Gorden Zelezinsky Kelsey Andrews

Motion to accept the above executive reports. (John Johnston/ Stephen Zuccolini) - CARRIED

7. Meeting Adjourned 2:45 p.m.

Motion to adjourn business part of meeting (Rena Sauschlager/Lynn Wood) - CARRIED

8. Programs Update:

8.1 SIL Program Report

8.2 Community Living Program Update

8.3 Homeless Outreach Program

8.4 Community Partnership Committee (CPC) Update

9. Door Prizes

9.1 Paz Garcia won the \$25 traveler's cheque

9.2 Lorena Lee won the 'Lavender Healing Garden' set

9.3 Rena Sauschlager won the \$10 Tim Horton's gift certificate

A Sincere Thank You to:

The success of our work depends on the generous support of our many community partners. Whether contributing time, monetary donations or gifts in kind, these generous supporters have made it possible for our services to reach those who need them.

OUR VOLUNTEERS

Patrick Johnson
Elaine Steel
Shirley Ann Johnson
Darlene Gallant
Jim McQueen
Elsa Roque
Wanda Mulholland
Doug Dungey
Gail Williams
Arlene Morris
John Vela Ruiz
Larry Smith
Rod Farrell
John Morton
Allanna Mulholland
Edith McKinnon
Paz Garcia
Marie McCauley

Alta, Dave L, Charlie, Olin, David P, Steve, Karl, Maria, Len, Harley, Fida, Rahel, Suzanne, Dale, Debbie, and many not mentioned here.

OUR FAITH-BASED PARTNERS

Southside Community Church
Gordon Presbyterian Church
St. Alban's Anglican Church
St. Thomas Moore Collegiate
Deer Lake United Church
Burnaby Mosque
Willingdon Church
St. Timothy's Anglican Church
South Burnaby United Church
St. Margaret's of Scotland Church
Burnaby Church of Jesus Christ and
the Latter Day Saints
South Burnaby United Church
Parish of St. Timothy
And many more

OUR COMMUNITY BUSINESS PARTNERS

Metropolis at Metrotown
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Surrey No. 3 Volunteer Fireman's
Association
PVP local HEU
Starbuck's at Highgate Village
Cobb's Baking on Marine Way

Monte Cristo Bakers
Mrs. Willman's Bakers
Stormtech
The Keg
Miller's Way
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Amp Merchandising
Nettwerk
New Balance North Delta
Tim Horton's
Spa Utopia
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eFusion Technologies Inc.
Sun Rayz Tanning
Me'n' Ed's Pizza
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Purdy's Chocolates
Paddlewheeler Riverboat Tours
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Que Pasa Mexican Foods
Vancouver Chamber Choir
Stanley Park Horse Drawn Carriage
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Gregory Bourgeois
Daniela Pavici
Gale Woodward
Estate of Diane Marilyn Slark

SERVICE CLUBS

Burnaby Host Lions
Burnaby Metro Monarch Lions
Burnaby Optimist Club
Burnaby Rotary Club





**PROGRESSIVE
HOUSING SOCIETY**

Created by Wendy Goubej - Be Clear Communication Solutions June 2008