

Supporting Wellness and Recovery Through Partnerships

ANNUAL REPORT

2008 / 2009



PROGRESSIVE
HOUSING SOCIETY



Our Mission

Housing, Support and
Wellness Through
Partnerships

Our Core Purpose

To promote the wellness of
people with mental illness
by providing affordable
housing options and
support services, based
upon the principles of
recovery

Our Core Values

Respect, Ethics, Partnership,
Empathy, and Teamwork

Progressive Housing Society

7836 – 6th St
Burnaby, B.C.
V3N 3N2

Tel: (604) 522-9669

www.progressivehousing.net

It has been our privilege to work alongside the PHS Outreach Program. The staff we have met are very kind, caring and compassionate. They will offer whatever services that they have available. The Outreach Program is crucial to the location and the population we serve.

We look forward to serving the homeless. Sometimes, they are there before anyone arrives! As we serve, we have had the opportunity to get to know many of them. They feel comfortable talking with us. Some have also mentioned that it is the only meal they may have that day. Some will have 2-3 cups of soup and are very appreciative and thankful of the service that both the Soup Ministry and PHS Outreach Program provide. I love what I do there and look forward to serving and speaking with them.

Our Volunteers

Progressive Housing supports programs and services to people living with mental illness and dealing with homelessness across the city of Burnaby.

Many of our programs would not be possible without the help of a number of individuals. We would like to extend a sincere thank you to all of our special volunteers.

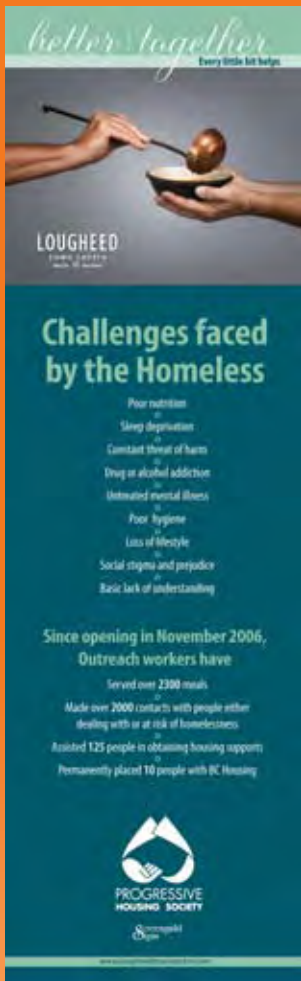




OUR VOLUNTEER SUPPORT

- | | |
|---------------------|-------------------|
| Razan A. | Maria |
| Leo B. | Ian M. |
| Paul B. | Jim McQueen |
| Nancy Cummings | Arlene Morris |
| Olin D. | Edith M. |
| Doug D. | John M. |
| John E. | Allana Mulholland |
| Rod F. | Wanda Mulholland |
| Sherry Finnigan | Steve Nichols |
| Colleen Fitzpatrick | Dale P. |
| Chris F. | Parvis |
| Darlene Gallant | Herb R. |
| Peter G. | John R. |
| Rahel G. | Debbie S. |
| Rheal Herbert | Paul S. |
| Ling H. | Patricia Scott |
| Patrick J. | Bahjat S. |
| Shirely Anne J. | Larry S. |
| Brian Kingsley | Elaine S. |
| Lynda Kingsley | Gail Williams |
| Jane Knowles | Mark W. |
| Leanna | James Wray |
| Joyce Lee | Shane Y. |
| | Len Yates |





Our Programs and Services

We serve through a variety of services that cater to client needs. Our programs include the following:

- **Shared Housing**
- **Supported Independent Living Program**
- **Community Living Support Program**
- **Gilmore House**
- **Rent Supplements**
- **Homeless Outreach and Mobile Outreach Program**

However, without the support of many partners, we would not be able to continue to serve so many. We would like to extend our sincere appreciation to the following:



OUR FAITH-BASED PARTNERS

Burnaby Church of Jesus Christ
of Latter-Day Saints
Burnaby Mosque
Cariboo Road Christian Fellowship
Deer Lake United Church
Gordon Presbyterian Church
New Life Community Church
Parish of St. Timothy
South Burnaby United Church
Southside Community Church
St. Alban's Anglican Church
St. Margarets of Scotland Church
St. Thomas Moore Collegiate
St. Timothy's Anglican Church
Tai Kang Church
Willingdon Church

PLATINUM BUSINESS PARTNERS:

Amp Merchandising
Lougheed Mall-20Vic Management
Stormtech

OUR COMMUNITY BUSINESS PARTNERS

A & W
BC Furnace Services
BC Housing
Bosa Properties Inc.
Burnaby RCMP
Burrard Roofing and Drainage
BNL Touring
COBS Bakery—Marine Way Market
Costco Wholesale
Creekhouse Gallery
eFusion Technologies Inc.
GardenWorks
Golden Boy Foods Inc.
Harbour Cruises
Intrawest ULC
Ivanhoe Cambridge II Inc.
Maple Leaf Self Storage

...Business Partners continued

McGregor Socks
Me -n-Ed's Pizza Parlors
Doreen George / Metro
Metropolis at Metrotown
Miller's Way
Monte Cristo Bakery
Mr. Rooter Plumbing
Mrs. Willman's Baking Ltd.
Nettwerk
New Balance North Delta
New Balance Vancouver
North Trek Promotions Inc.
Omega Nutrition
Omni Property Management
Services Ltd.
Paddlewheeler Riverboat Tours
Helping Families in Need Society
PVP local HEU
Purdy's Chocolates
Que Pasa Mexican Foods
Royal Bank Financial Group - HighGate
Royal College of Business and
Technology
Santa Maria Foods
Shoppers Drug Mart #253
Spa Utopia
Starbucks at HighGate Village
Stanley Park Horse-Drawn Carriage
Tours
Sun Rayz Tanning
Surrey No. 3 Volunteer Firefighters'
Association
Sum 41
The Keg
Tambunca Orchestra
Tim Hortons
Timex
Universal Cultural Society of Canada
Vancouver Chamber Choir

GOVERNMENT SPONSORS

Service Canada
Fraser Health
BC Housing

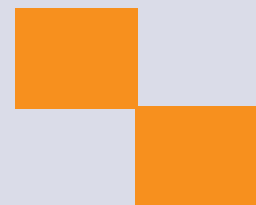
SERVICE CLUBS

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

INDIVIDUAL SPONSORS

Aida/Ashok
Rohan & Anjali
Kathryn Anderson
Paul Arora
Rose Bergen
Esther Besel
Greg Bourgeois
Dieho Calendino
Banso Chahel
Erin Chang
Jason Chang
Raj Chouhan
Don Chow
Derek & Kathy Corrigan
Jasvir Dhahn
Don & Theresa Dirksen
Zelda Faster
Avril Gigs
Stephen & Pam Hughes
Bruce Hurst
Anna Jamal
Dr. Sajal & Leena Jain
Catherine Jones
Dan Johnston
Colleen Jordan
Peter Julian
Ken Kajwara
Anne Kang
Colin Kang
Ann Kang

Suzane Kang
Brian Kingsley
Jackie Kingsley
Lynda Kingsley
Vineet Kirpal
Manendra Kwachia
Mrs. Neva M. Ledlin
John Li
Chiai-Lan Lin
Diego Lin
Paul Mcdonnell
Sarah McLachlan
Disha Makhijan
Gauin Mehta
Joe Meneley
Prewi Mohani
John Morton
John Nagy
Kuldeep Pamar
Daniela Pavici
Hyannder Parma
Corina Peterson
John Polnick
Estate of Mona R.
Lamber Rao
Irene Reddy
Robert Scott
Vinay Sharma
Rajinder Singh
William L. Siksay
Estate of Diane Marilyn Slark
Arun Sun
Lynn & Graeme Wood
Gale Woodward
Anna Wong
Jing Xie



A Year in Review

Silent Auction 2008:

We held our sixth annual silent auction to raise money for our clients' Christmas Dinner. We prepared and presented a mental health awareness video. We also had an office challenge of which team could make the best basket for the auction. There was a good turnout of people from the community including special guests and donors. Refreshments were served and the silent auction made over \$5,000.



Garage Sale 2008:

Our garage sale was a great success making \$2,200. The event was set up at our old office on Kingsway and was open to the entire community. We had our Mobile Outreach van to test electrical equipment before it was sold. The entire Progressive Housing team put in a lot of time and effort to make this event a great success.



BBQ 2008:

For our PHS annual BBQ, the theme was 60's California surfing. People arrived in tie-dyed T-shirts and big sunglasses for the themed event. The event was held at Confederation Park and 100 people attended. Once again, our friends at Tim Hortons delivered fresh coffee and baked goods. We also had exquisite catering from Seasonal Experience. We enjoyed various games and prizes for the winners. This event was a great success and enjoyed by all who attended.



Homeless Action Week 2008:

The third annual Homeless Action Week is now province-wide. Our Mobile Outreach van increased food and clothing distribution to numerous areas in Burnaby. Progressive Housing teamed up with Lougheed Mall to set up donation stations where people could drop off various items. The event also included health care and outreach workers to people in need. Spa Utopia of Abbotsford generously donated several of their stylists to provide hair cuts to our clients and staff from Progressive Housing Society provided makeovers.



Mobile Van Launch 2008:

The Progressive Housing Outreach Team purchased a van for mobile outreach equipped with food, clothing, Internet access and first aid. The van goes out four times a week to seven different locations in the Burnaby area. We deliver a variety of services to assist the homeless. At the Mobile Van Launch, many members from the community attended including Raj Chouhan, MLA. The event included games, prizes and food provided by the Metro Lions. Since then, the Mobile Outreach Van has been a great success. It has enhanced the community by being accessible to the people in need.

Christmas Dinner 2008:

Our client Christmas dinner was held at the Burnaby Firefighters Club and was a formal white tablecloth event. It was attended by the Progressive Housing Society staff and clients. The entertainment was provided by the Maywood Elementary School and Stride Elementary School. Both schools sang Christmas songs. The food provided was catered, and baking and hot chocolate were also served.

Diwali Festival 2008:

The "Universal Cultural Society" invited HOP to be the recipient of their fundraiser during last year's Diwali-Festival of Lights celebration. Together with the Burnaby Taskforce on Homelessness, Progressive Housing Society attended the festivities and was presented with a \$3000 donation for HOP.



SIL - Supported Independent Living Program

Annual Report 2008-2009

Recovery is a way of living a satisfying, hopeful and contributing life even with the limitations caused by mental illness. It is not based on a cure, but on having people recover their life without “recovering from” the illness. The important elements of recovery are a focus on goals—not on problems, valuing the strengths of people, respecting self-directiveness and creating an environment that support personal recovery and values even small steps taken towards recovery.

Psychosocial rehabilitation promotes recovery, full community integration and improved quality of life for people who have experienced impairment due to a mental health condition. The focus of the support programs is on helping individuals learn or re-learn the basic skills of daily living.

Participants in the Supported Independent Living Program 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 work. During this fiscal year, SIL support workers provided 3,522 appointments to 121 participants.

While receiving support services some people may be eligible for affordable housing through Progressive Housing Society. The Supported Independent Living Program provides a rental subsidy to people renting in the private market.

Subsidies were provided to 97 people over the course of the fiscal year. These numbers include 13 new applicants. The total amount of rent subsidy provided in 2007-2008 was \$408,258. Funding for the support services and the rental subsidies is provided by Fraser Health Authority.

Services are provided as long as people require them. The amount of support can vary as needs fluctuate. Everyone is encouraged to work on a long-term housing plan so that there are affordable options available to them once they no longer require the support services. This fiscal year 15 people left the subsidy program. Eight of those moved on to other affordable housing. Support workers work very closely with people to ensure that their applications for permanent subsidized housing are successful. We are also working with some people who, as a long-term housing plan, choose to stay in their current housing and seek education and training in order to find employment to cover the difference in the rent.

As always, it is the incredible staff on the SIL teams, along with our participants, that makes the program successful. I would like to take this opportunity to say thank you to the SIL staff this year: Terry Stevens, Kevin Gariepy, Jodi Cooper, Irene Reddy, Andi Hale, Richard Rigby, Jesse Donaldson, Freddy Benmergui, Luba Andrews and Syed Mumtaz 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.*

CLS - Community Living Program

"To accomplish great things we not only act, but also dream; not only plan, but also believe." Anatole France

Annual Report 2008-2009

The Progressive Housing Society's Community Living Support Program (CLS) helps clients decide what skills they wish to learn and how they will learn these skills, so they can eventually move on to live independently. This program functions like the SIL program, but provides different housing options with varying levels of support.

The CLS program has three shared houses—Rumble, Georgia and Holly—where five clients have chosen to live in a communal setting in each home. The program oversees the tenancy of six townhouses owned by BC Housing, which provide housing to 21 people including four families. In addition, the CLS team supports a transition house, "Gilmore House," which provides five people communal housing and a higher level of support services. The Gilmore program is a starting point for a number of our clients. CLS also supports 12 clients who have their own housing but are in need of support services.

The CLS program continues to mature through its staff's creativity and clients' interest in challenging themselves, enhancing its service delivery and opportunities for client growth.

One example of this growth is "Fit Club," a group of PHS clients and CLS staff that meet at a local fitness centre to work out or swim. This club has maintained a high level of client participation, encouraged social relationships between attendees, increased the level of fitness in all participants and provided an opportunity

to become comfortable in a community setting. The goal of this club is for our clients to develop the skills to access this community resource independently and consistently.

Another area where the CLS team excels is creatively introducing more healthy choices in our clients' diets, be it in the community or when they are cooking for themselves. At times, our clients are reluctant to try new things or fear they cannot afford healthy food, so the team has made a concerted effort to challenge this notion and show our clients their affordable alternatives.

The CLS team also focused this past year on encouraging our clients to socialize more, as many of our clients are quite isolated. The staff facilitates our clients' participation in CORE service's coffee group and encourages the clients to develop friendships beyond the organized activities.

As always, CLS encourages our clients to find success in volunteering, employment and education.

The CLS team is made up of Greg Bourgeois, Sheryl Fitzgerald and Syed Mumtaz. Naomi Harden moved from the CLS Team to the Homeless Outreach Program in November 2008. On behalf of our clients, the Progressive Housing Society and myself, I would like to thank the staff for their commitment in providing innovative support services with a wonderful sense of humour and a great deal of common sense.

Cheryl Stogren
Program Coordinator

Without this type of program with its dedicated staff, integration into independent living would be extremely difficult. I am aware there are a few people working in this program that I have not met, and to them, I say: Thank you.

To Greg: thank you for your firmness. Conversations with you often end with some interesting humour at the end.

To Sheryl: Thank you for your understanding of situations and your ability to get through them. Your vigilance in trying to get us to become healthier through exercise and diet will stay with us for many years. Thanks also for helping with my sleep needs more than my two doctors and case manager.

To Cheryl: thank you for holding this program together.

—Kyle Fee

HOP - Homeless Outreach Program

Annual Report 2008-2009

The Progressive Housing Society's Homeless Outreach Program (HOP) continues to provide "supported solutions" for people dealing with many issues that come with homelessness. We connect people with financial, medical, mental health, addiction, dental, social and housing services.

HOP has connected consistently with people who are dealing with homelessness and are ready to make changes in their lives. HOP has also connected with those who are not yet ready to make changes. They now know where they can find assistance when they are ready. HOP is about effectively and respectfully finding solutions to whatever problems our clients want to address.

"I don't like asking people for help, like that's a tough thing to do... you feel bad enough that you have

to ask, but then when you do, they belittle you...people shut you down [and] you just get sick of it." Steve (Darren Baker, Partners in Action, 2009)

A Place to Go

Our outreach gives the community of Burnaby a place to refer people for assistance. The community knows what dates and times assistance will be available to them. They also have someone to call as a resource for ideas and expertise when they are trying to assist someone.



HOP receives referrals from the Burnaby and New Westminster Ministry of Housing and Social Development offices, Burnaby General Hospital's Emergency ward and social workers, Royal Columbian Hospital's social workers, and the

Burnaby RCMP. We also receive referrals from other non-profit agencies, the faith community, schools and youth action groups at schools, friends and family members of people we have helped, and from Burnaby citizens who love their city and just want to help.

Program Enhancements

HOP has expanded through many enhancements to our services:

- The addition of our Mobile Outreach Unit.
- Additional staffing. BC Housing funds a full-time staff member. Service Canada funds an additional 75% position. Our total outreach staff is now 4.75.
- Increased community partnerships for our Mobile Unit. We partner with St. Timothy's Anglican Church, McGill Library, West Burnaby United Church, Lougheed Mall's 20 Vic Management's Skytrain Property, and Southside Community Church.
- Increased direct medical services. We partner with the Primary Care Clinic. As well, we have twice weekly Mobile Outreach Nurse Practitioners.
- Increased recognition in our community. We

"They have done a lot for me. I'm very pleased with Progressive Housing Society. I think that they are the greatest. They introduced me to Yams and they were delicious. The housing subsidy is great and it's a great deal!" —Debbie G

"If it wasn't for Progressive Housing I would be on the streets. I've liked all the staff over the years. They are quality people." —Steve S

I would like to thank the people of Progressive Housing for all the help and support. I came to PHS in May 2008. I have made a lot of progress, and my mental health is much better. Sheryl and Greg have been very good to me. They have showed me that I can succeed and become more responsible. I like the programs and hope to take part in a few this summer. I would like to say a special thank you to Cheryl Stogren for letting me reside in Gilmore House. —Darrel P



	07-08	08-09	Change
No. of total contacts	2129	4075 (with van since June 2009)	+1008
Housing	60	87	+ 27
Homeless contacts	1616	2379	+ 763
Female contacts	767	1713	+ 946
Male contacts	2365	3837	+ 1472
Attendance at Outreach Center	2129	3067	+ 938
Housing Searches	561	884	1 in 10 housed
New Clients	357	682	almost double

have been recognized through articles in the local press and nomination for Non-Profit Service Provider of the Year through the Burnaby Board of Trade.

- Increased community volunteers and business partnerships. Various businesses participate directly in the services HOP provides.

Community Connections

In June of 2008, Progressive Housing Society (PHS) officially launched its Mobile Outreach Unit with a community celebration tailgate party. Our Mobile Outreach Unit allows us to make connections with people in all areas of Burnaby and deal with homelessness where they live, rather than clients coming to us for help.

The Mobile Unit started in the Edmonds, Metrotown and Lougheed areas of Burnaby. Through the support of Community Policing Staff Sergeants in each district, and partnerships with the faith community and businesses, our van can be at locations at predetermined times.

The results are staggering and rewarding. As shown in the table above, in every category of contact there have been significant opportunities for people to connect with our outreach staff.

Special Recognition

Lougheed Mall, through 20 Vic Management, invited us to set up a community awareness booth once a month inside the mall. We speak to Burnaby's citizens about the issues that surround homelessness for people who live in Burnaby,



and collect clothing and footwear donations. Lougheed Mall also provides a permanent Mobile Outreach site on their property at the Lougheed Skytrain Station.

The Backbone of HOP—Our Community Volunteers

HOP could not provide the services we do without the committed individuals who volunteer week after week. We have volunteers with us at each stop throughout Burnaby.

Our reliable and respectful volunteers are available for us whenever we put out the call. Some are former outreach clients who want to give to others the same help they received. We appreciate all our volunteers, and we know our clients appreciate them too.

HOP STAFF

HOP's success is largely due to the professional, respectful, dedicated and humour-filled work of its staff. Anita Stocker, Christine Klassen, May Jenkins, Naomi Harden, Michel Galban Lara and Jake Schroeder

(our SFU CO-OP student, who took over in January 2009 for Elmira Chiu) provide the daily direct support our clients need. From February through April, Andre Hales replaced May Jenkins while she was on leave. Andre contributed a vast knowledge of addictions and services that are available for our clients. The staff's commitment to our clients has made HOP an important, accessible resource in the community.

It is my pleasure to be part of this team. I am amazed by the support HOP receives and how far the Outreach Program has come in such a short time.

HOP will continue to work towards more solutions for homelessness in Burnaby by assisting one person at a time. We can all offer hope to each other, and our program tries to provide people with that belief.

Cheryl Stogren
Program Coordinator
Homeless Outreach Program

Thank you for giving me the opportunity to complete my last practicum in your agency. For me it was a very rewarding experience to spend time with each one of you and learn things that I wouldn't have been able to learn in books. Thank you for making me feel part of the team from the moment I started, despite my limited experience in the field. I will follow through with the professionalism that the staff of PHS has towards people in need. Thank you for your patience and your sense of humor, I wish you the best in your personal and professional careers.

Cesar De Leon
HOP Student
CSSW Douglas College

Thank you to all the past staff who have helped me, and more recently to Sheryl and Greg. I've been a member of yours for a long time. You all have always been there for me and I thank you for all your help and support.

—Joanne

CPC - Community Partnership Committee Update

Annual Report 2008-2009

The ninth year of the Community Partnership Committee (CPC) included numerous successful fundraisers and community events. This past year, CPC continued to meet throughout the year planning new events and fundraising. The CPC committee is facilitated by Pindi, Sheryl, Jodi and its dedicated volunteers.

This year we had our garage sale that proved to be very successful with \$2,800 in sales. Once again T-shirts proved to be the best seller. The money raised from the garage sale went towards our annual client barbecue event.

The annual barbecue was a pleasant success this past year and was very well attended by our clients, staff and members of the Burnaby community. The theme was 60's California surfing and it offered a catered meal, games and prizes, with one of the highlights being the "Boot Toss" game. The CPC contributed considerably to this event, as they were not only responsible for organizing the event, but also for setting up and cleaning up the event site.

The hard work and dedication of the CPC facilitated the enormous success of the sixth annual silent action. The CPC raised over \$6,500.00 from this single event. The committee was greatly involved in securing of donations from local businesses and individuals, as well as organizing, setting and cleaning up the event.

This year's goal is to find new ideas for fundraising and to become more successful with current fundraising. In the past years the CPC did not have any chairpeople. Last fall, John Morton signed up as a chairperson for the committee and has been doing an exceptional job. We are well on our way to becoming self sufficient.

We feel passionately about the results that can be achieved through the participation of our clients and staff in fundraising projects like the hot dog sale and the silent auction. Thus we would like to see our events this year to be an even more successful than the years past.

On behalf of the CPC, we would like to thank all volunteers and staff that have made this year very successful in fundraising.

CPC is holding our first Client Bingo Event on June 25th from 1:30pm – 3:00pm at Southside Community Church. We hope to see you there!

Adelle Cabral
CPC Coordinator

Profile: Herb Ritchie

When you first meet Herb, it doesn't take long for you to notice that he is a very quiet, wise, kind and helpful person who is always enthusiastic to work at any task given.



Herb lived on the Queen Charlottes for over 35 years. He worked as a mechanic and in fisheries during the time but was plagued for most of his life with a mental health problem.

He moved to Burnaby a few years ago when looking for a place to live came to Progressive's old office where he saw a posting. He was able to contact PHS and find accommodation.

"I am relieved that I found Progressive Housing," says Herb. "I am much happier, more stable and less anxious now. The staff at PHS allowed me to develop my skills and have helped me feel well-cared for. The housing arrangements for me are excellent. I know having secure housing is essential for the needy, homeless, or people with financial problems. The SIL program gave me the guidance I needed. I've been in my new apartment for one month now. Progressive Housing staff helped me with shopping. The team got me furniture, pots and pans, a TV, bed, and other nice essentials including hydro and a telephone hookup."

Now Herb enjoys the social services available in Burnaby, visiting the Bonsor Recreation Complex three times a week for fit club. He also is a dedicated volunteer at Progressive Housing, giving back to the community and to those who have helped him.

For the first time in a long time, Herb is able to look positively at life, thanks to Progressive Housing's services and his own hard work at getting better.

FINANCIAL STATEMENTS

The Progressive Housing Society

Summarized Statement of Financial Position. Year End March 31, 2009

	2009	2008
Assets		
Current Assets	\$380,918.00	\$289,838.00
Capital Assets	\$398,699.00	\$422,157.00
	\$779,617.00	\$711,995.00
Liabilities and net Assets		
Liabilities	\$354,782.00	\$271,352.00
Net Assets	\$359,927.00	\$386,252.00
	\$714,709.00	\$657,604.00
Long-Term Debt		
Replacement Reserve Fund	\$64,908.00	\$54,391.00
	\$779,617.00	\$711,995.00

Statement of Operations (Year ended March 31, 2009)

	2009	2008
Revenues		
Contracts	\$2,043,624.00	\$1,843,115.00
Donations, Interest and Memberships	\$151,059.00	\$46,820.00
Others	\$13,005.00	\$12,217.00
	\$2,207,688.00	\$1,902,152.00
Expenditures		
General Administration	\$122,477.00	\$83,891.00
Direct Program Costs	\$1,352,005.00	\$990,898.00
Occupancy Costs	\$746,113.00	\$611,694.00
	\$2,220,595.00	\$1,686,483.00
(Deficiency) Excess of revenue over expenses	\$(12,907.00)	\$215,669.00

Board of Directors as of June 2009

ROSE BERGEN - PRESIDENT



Rose has worked in the non-profit sector for 11 years, providing affordable housing to seniors and families. Having worked on the

boards of non-profit societies, Rose brings her expertise to Progressive Housing's Board of Directors for the fifth 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, helping with a variety of non-profit groups. Doris has served in a number of

capacities for various local organizations including SHIP, Youth Secure Custody Center, Douglas College Adult Literacy Program, Red Cross, Burnaby Citizens Crime Watch Patrol and Burnaby Citizen Support Services.

JON SATOK



DIRECTOR & TREASURER

Jon has volunteered in various capacities in the past, and joined the PHS Board

because of his interest in the plight of the homeless. He has worked as a stockbroker for the past nine years.

JENNY KATAYAMA



DIRECTOR & SECRETARY

Jenny believes that the things we do today will make a difference tomorrow. She is excited about the

future of our community and the role Progressive Housing Society plays in it. She brings over 12 years of experience in the financial industry as well as undoubted enthusiasm to Progressive Housing Society.

GORDEN ZELEZINSKY - DIRECTOR & PPAC Co-chair



Gorden has experienced the services of Progressive Housing Society firsthand and is well-acquainted with the needs of its clients as he was

himself a former client. Gorden is also co-chair of the PPAC committee at PHS.

MICHAEL SANDLER - DIRECTOR



Michael is serving for the second year on the Board and brings a decade of experience in health care as well as a background in program organization and

delivery to the PHS team.

ANNE KANG - DIRECTOR



Anne teaches in the Burnaby School District as a music specialist and a special education teacher. She also taught for three 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 and volunteers for a number of other organizations in the Lower Mainland. Anne was recently elected as a Councillor for the city of Burnaby.

RAJINDER PANDHER - DIRECTOR



Rajinder has lived in Burnaby since 1976. As a resident, Rajinder is committed to enhancing

Burnaby's community services. He serves as a volunteer for several Burnaby non-profit organizations. 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.



Executive Director / President's Report



JAYE ROBERTSON
EXECUTIVE DIRECTOR



ROSE BERGEN
PRESIDENT

It has been another successful year for Progressive Housing Society. We have managed to navigate through these uncertain economic times while continuing to help people realize their full potential. In the 2008-09 year, we have been successful in not only maintaining a stable service delivery model for our clients, but also in moving forward with ambitious program enhancements. We are thrilled that PHS continues to make a difference in so many lives throughout the community of Burnaby.

The Board continues to support the goals and vision of Progressive Housing Society. The Board has been productively developing networks within the City of Burnaby, as well as the business community through the Burnaby Board of Trade. In addition, we have engaged in constructive dialogue about homelessness and have been encouraged by the positive movement and change in this area. The Board maintains its commitment to raise awareness through networking and engaging community leaders around the issues of mental health and homelessness.

As we reviewed our strategic plan for the past five years, we realized how much we've accomplished. We have in fact exceeded many of our goals. PHS Board directors and management embarked on a new strategic planning process in early 2009, and our highlights are outlined in our AGM report. We are most proud of the leadership role we continue to take in the community. Our credibility and commitment was recognized at the 2008 Burnaby Board of Trade Annual Achievement Awards when PHS was a nominee and finalist as Non-Profit Organization of the Year.

We would like to thank our countless volunteers and wonderful staff for their dedication and hard work providing quality service to the community. None of our accomplishments this past year would have been possible without the foundation of such a strong team. Thank you to our funders and donors. Your continued financial support keeps us going every day and allows us to often surpass the expectations of our clients and stakeholders.

JAYE ROBERTSON
EXECUTIVE DIRECTOR

ROSE BERGEN
PRESIDENT

The Program Participant Advisory Committee

Annual Report 2008-2009

The Program Participant Advisory Committee has been running for three years. The committee is dedicated to making sure the clients of Progressive Housing Society have a voice in the decisions that are made. The issues that are discussed are then passed on to the board meeting that is held once a month.

I have also taken on the responsibility of being the chair for the committee. Jesse and Linda Kingston are staff members who attend all of our meetings. The role of the two senior staff members is to help us with decision making and lead us in the right direction if we have any questions.

We have been very committed to encouraging new people to the committee. Since last year, we have been mailing and handing out brochures along with handing out flyers at events to promote the PPAC. We have continued to have our voicemail extension set up on the PHS phone system (604-522-9669-extension 320). This allows clients to know when and

where our meetings are held, to be put on our phone list, and to suggest improvements to the program. This year, it has been a challenge in regards to keep members on the PPAC. Nonetheless, we are optimistic and will be continuing our role in helping the clients at PHS have a voice.

Gorden Zelezinsky
PPAC Co-chair

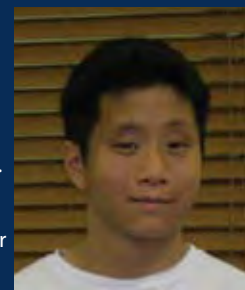
Policy, Procedures & Development Committee

Once again, due to limited Board resources, the committee was not fully functional this past year. Nonetheless, we did extensively discuss, develop and finalize an advocacy policy.

Once again, much remains to be done and I am hoping, therefore, that one or two of members of the Board will join the committee to catch up on the delayed activity.

Doris Routliffe
V.P. & Committee Chair

PROFILE: Jake Schroeder Co-op Student



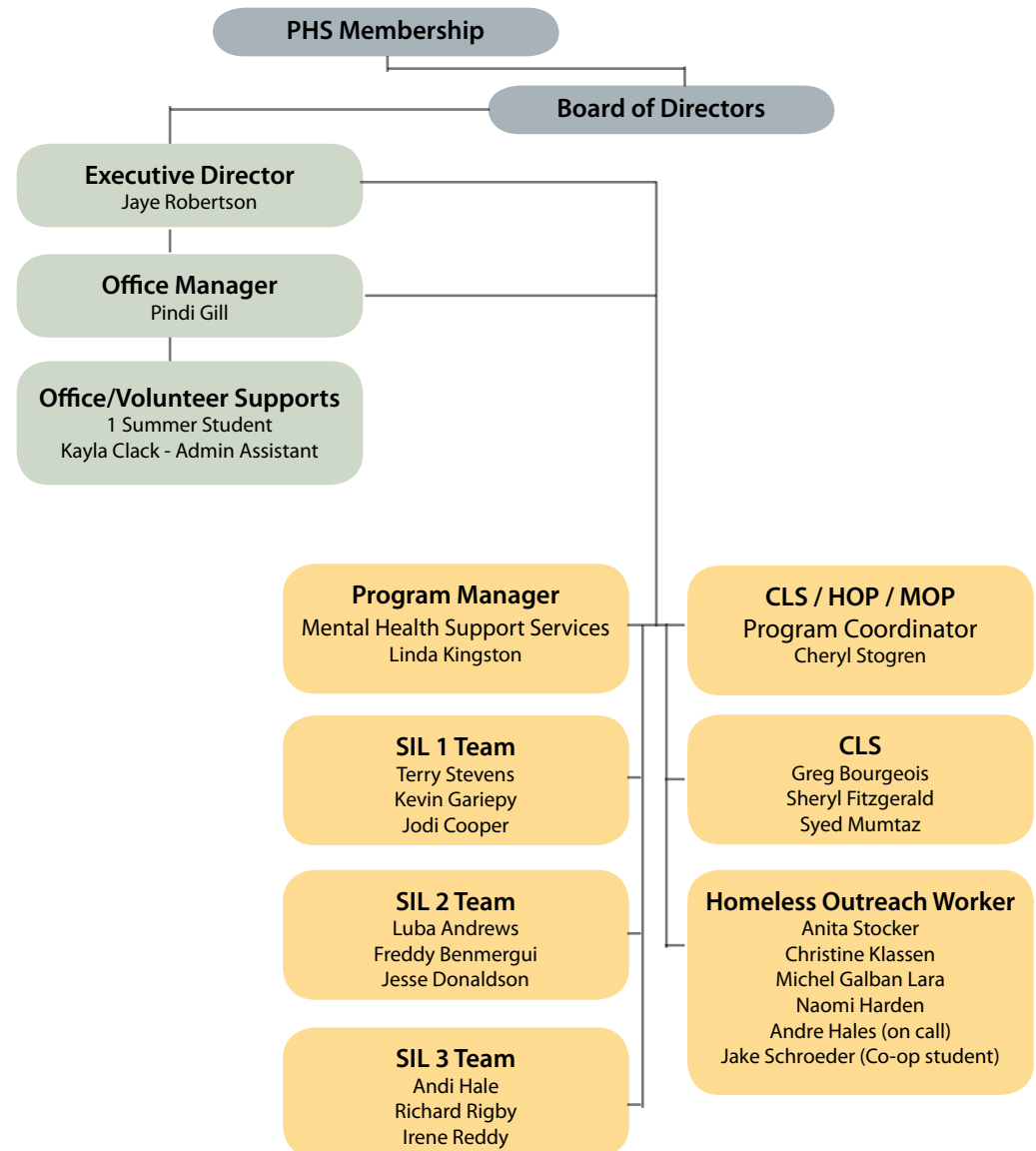
Jake Schroeder is our current Co-op student working at Progressive Housing. Jake started at the end of the December and will be with us until the end of August. A criminology student at SFU, Jake feels that his experience with Progressive Housing will help his career track by giving him a better understanding of the human side of issues. At Progressive Housing he has learned about helping clients find the help they need, whether it be advocacy, matters related to housing, or simply a bite to eat. He has consequently developed interpersonal skills by working with clients struggling with impairments as well as dealing with people in crisis situations who contend with many social issues and stigmas. He feels that all this will help him be a better lawyer—the route he plans to take once finished school. Throughout his time at PHS, Jake has learned a great deal. His connection with clients has taught him things about himself and life that he wouldn't have learned in school alone. Through the clients' eyes, he is able to better understand the issues faced by those suffering homelessness or mental illness.

Our History

We started in the **early 80's** by purchased Georgia, Holly, and Rumble House to serve 15 clients

- 1991** ♦ Hired first support worker
- 1992** ♦ Began SIL program with 30 apartments
- 1993** ♦ Began Super SIL with 15 apartments
- 1997** ♦ Began SIL Lite with 24 apartments
- 2000** ♦ Began CLS program for people who only required support services
- 2001** ♦ Leased Gilmore Transition House from City of Burnaby
 - ♦ Began rent supplement program
- 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 six 3-bedroom family-oriented townhouses owned by BC Housing
- 2006** ♦ Hired Homeless Outreach Worker with funding from BC Housing
- 2008** ♦ Received funding for Mobile Outreach Program and 2 more Homeless Outreach Workers
 - ♦ Began a rent subsidy program for homeless
 - ♦ Established new partnership with Lougheed Mall
 - ♦ Purchased and launched 2008 Sprinter Van for Mobile Outreach Program
 - ♦ Nominee and finalist as Non-Profit of the Year for Burnaby
- 2009** ♦ Engaged in strategic planning session to 2012
 - ♦ Increased van stops from four to seven
 - ♦ Hired fourth Homeless Outreach Worker
 - ♦ Implemented a wellness hour for staff
 - ♦ Renovated office to enhance safety and wellness of staff
 - ♦ Secured funding for full-time Co-op student
 - ♦ Secured continuation of funding for MOP and HOP for 2 years
 - ♦ Doubled rent subsidy program

Organization of Progressive Housing at June 2009



Strategic Plan Outline:

PROGRAM & HOUSING SUSTAINABILITY

- ◆ Move Outreach Program to a storefront location
- ◆ Create transitional and supportive housing by educating landlords and increasing landlord pool
- ◆ Create housing solutions for the hard-to-house by continuing to work with BC Housing
- ◆ Identify and refer clients who could be suitable for the mental health SIL program
- ◆ Develop working partnership and/or protocol with Fraser Health regarding the homeless clients with mental health and addictions issues
- ◆ Explore affordable housing options for graduates of the program through partnerships with BC Housing
- ◆ Explore ways to make PPAC more accessible and more effective and to ensure PPAC input

FINANCIAL SUSTAINABILITY

- ◆ Develop a subcommittee for fund development
- ◆ Develop a terms of reference for the role of the Board in fund development
- ◆ Identify a specific society need and a target population for a fundraising event
- ◆ Create/write a standard “elevator pitch”
- ◆ Secure new sources of donations or funding
- ◆ Ensure all risks associated with PHS operations, facilities and resources are adequately covered
- ◆ Continue to secure sources of core funding
- ◆ Improve consistency and transparency of accounting systems

ORGANIZATIONAL DEVELOPMENT

- ◆ Develop a staff training and development plan
- ◆ Establish a Volunteer Coordinator position
- ◆ Maintain and sustain current volunteer operations and in-service training sessions
- ◆ Continue to update “need to know” book
- ◆ Explore program effectiveness, evaluations and measurements

COMMUNITY RELATIONS

- ◆ Public Relations
- ◆ Increase PHS community profile and visibility
- ◆ Work with service providers to create a more collaborative and integrated continuum of services
- ◆ Create an advocacy policy
- ◆ Continue to advocate through utilizing support system for mental health clients and those homeless or at risk of homelessness
- ◆ Improve membership recruitment

BOARD GOVERNANCE

- ◆ Continue to increase community representation on PHS Board of Directors

Held at Southside Community Church
7135 Walker Ave
June 21, 2008

THE PROGRESSIVE HOUSING SOCIETY

Minutes of Annual General Meeting 2008

12:00 p.m. Registration and lunch

1.0 Welcome and Introductions

The Progressive Housing Society Board of Directors President Rose Bergen thanked everyone for coming and informed group that the following were unable to attend.

1.1 Bill Siksay

Sent his regrets on being unable to attend (MP)

1.2 Raj Chouhan (MLA),

Was unable to attend because of meetings in Kelowna, he sent his assistant Cate to speak on his behalf

1.3 David Chudnovsky (MLA),

Sent his regrets on being unable to attend

2.0 Meeting Called to Order at 12:34pm

3.0 Review of Agenda

Accepted

Moved: Michael Sandler / Anne Kang

4.0 Review of Meeting Minutes 2007

Approved

Moved: Kelsey Andrews / Anne Kang

5.0 Executive Report

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 Auditors Report

By Bruce Nagy of Reid Hurst Nagy, Certified Accountants

In their opinion, the financial statements present fairly the financial position of the Society as of March 31, 2008.

The Progressive Housing Society is operating at a slight deficit, which is compensated for by other Programs

The mortgages on the three houses Gilmore, Holly and Rumble have all been paid off

The operations budget is up almost \$250,000 than the year before

5.2 Motion to Appointment of Auditors Reid Hurst Nagy Certified Accountants

Moved: Doris Routliffe / Gordon Zelezinsky

5.3 President's Report

5.4 Executive Directors Report

5.5 PAC Report

6.0 Board of Nominations

6.1 Kristine Lux is moving away and will no longer serve as Treasurer

6.2 Open Board positions: Treasurer, Secretary

6.2 Motion of Appointment for Board Members Anne Kang, Rajinder Pandher, and Michael Sandler

Moved: Rose Bergen / Kelsey Andrews

7.0 Motion to Receive All Reports

Moved: Michael Sandler / Anne Kang.

8.0 Business Segment of Meeting Adjourned

9.0 Program Update

9.1 SIL Program Report

9.2 Homeless Outreach Program

9.3 Community Partnership Committee (CPC) Update

10. Staff and Volunteer Recognition

The Progressive Housing Society recognized Terry Stevens for 10 years of dedicated work, as well as gave certificates to volunteer clients

11.0 Door Prize Draw

11.1 Tracy Verney won the Progressive Housing Society jacket

11.2 Darlene Gallant won the \$25 gift certificate from Clancy's Gourmet Meats

11.3 Marie Macauley won the gift certificate from Me-n-Ed's Pizza

11.4 Roweda Shamoon won the Spa Set

11.5 Vojin Micunovic won the kitchen organizer

12.0 Meeting Adjourned

Annual General Meeting Adjourned at 1:26pm





PROGRESSIVE
HOUSING SOCIETY