



PROGRESSIVE HOUSING SOCIETY



2016- 2017
Annual Report





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OUR MISSION STATEMENT

To empower individuals to be engaged with the community and achieve personal independence by providing access to resources and life skills

OUR PROGRAMS

The **Supported Independent Living (SIL)** program provides one-on-one support and rent subsidies to individuals with severe and persistent mental illnesses. This program is designed to provide the skills training and support necessary to successfully maintain an independent lifestyle, with clients scheduling regular meeting with support workers to stay on track with their goals.

Burnaby Outreach and Housing Hub (BHOH) provides direct, on-site support for individuals facing homelessness in the Burnaby area. Individuals have access to basic necessities as well as life skills coaching, referrals to community services, and support in finding and securing housing. The BHOH also incorporates an on-site medical clinic.

The **Shared and Transitional Housing** program is designed to provide personal support to individuals with severe and persistent mental illnesses and assist them in developing the skills needed to live independently. Clients in this program live collaboratively in one of our three houses across Burnaby, creating a nurturing, and positive living environment with support from CLS staff.

YEAR IN REVIEW

Held at Deer Lake Park during Mental Health Awareness Week, this 3rd annual walk was a collaborative effort with other local mental health services

WALK FOR MENTAL HEALTH

APR 2016

FOGGY DOO & OLIVER TRUST FUNDRAISER

We raised \$2700 for the outreach and mental health resource clinic.



Hollywood themed Summer BBQ held on behalf of the mental health and homeless outreach programs as a way to say thank you to their clients.

SUMMER CLIENT BBQ'S

COMMUNITY PARTNERSHIP COMMITTEE

This client-run committee held many fundraisers over the summer, including a hugely successful garage sale.



REVAMPING THE BRAND & WEBSITE

We had the privilege to work with our Marketer, Amanda and Videographer, Paisley to help us re-brand.





Alongside the Burnaby Task Force on Homelessness, the PHS team volunteered throughout the week and co-hosted the Homeless Connect event.

HOMELESSNESS ACTION WEEK

With support from the Burnaby Rotary Club, we celebrated the holidays with our clients, including a full turkey dinner and a visit from Santa.

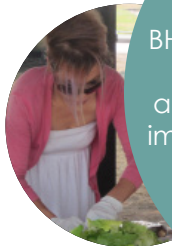
PROGRAM CHRISTMAS PARTIES

MAR 2017

AGM 2015

Celebrating and recognizing our amazing staff and volunteers.

HOMELESSNESS PARTNERING STRATEGY FUNDING



Thanks to this substantial federal government grant, our BHOH program was drastically expanded and has been able to make an even bigger impact in helping and housing individuals facing homelessness in Burnaby.



“The right place, right people and right time.”

Written by Ivy Chen

Progressive Housing Society has been providing support services to adults living with mental health issues or facing homelessness. Working with over 150 clients, every client's story is unique but with a common pattern that includes addiction, mental illness, limited income, and inability to find affordable housing.

Recently, I had the privilege and pleasure of meeting with Rick, who is a client of ours from our Housing and Outreach program. Rick like many others has experienced depression and had developed alcoholism. Shortly after losing his two siblings, he fell into

depression and became a daily drinker. With such distress and trauma, Rick ended up losing his home of 14 years.

He first heard about Progressive Housing Society through people at the Southside Community Church. With the open arms of our outreach workers, his life began to change for better.

“When I first met Anita and Marilyn, they not only reached their hand out to help me, but they made me feel comfortable to be around with. Sometimes, it's hard to find people to be comfortable around with.”

Before receiving help from Progressive Housing Society, he was with Purpose Society seeking care from the Maple Ridge Treatment Center. Rick often thinks to himself, "What if Maple Ridge Treatment Center showed me the door? Where would I be?" He couldn't fathom the idea of where he might be, if no one stepped in to help.

He mentioned that Anita has not only helped get his life back on track, but she has been a constant reminder of how his health is more important. "Anita has always been there for me. She is experienced, and had only made me be more aware."

"I would have been outside, barefoot, not knowing what is there for me." It took Rick some time to accept the help, but he is extremely thankful and grateful that he did. Although, his life

is on hold. He hopes to get back into good health to be able to continue to work and afford the things that he wants.

Rick strongly believes that "there's always a little piece of hope, no matter how dragged down you feel. There will be better days. And if you ever meet someone with their hand out, take it and accept the help."

BOARD OF DIRECTORS



IRFAN ALI, President

Irfan is passionate about housing and firmly believes in giving back to the community. Ultimately, Irfan hopes to increase the accessibility of safe and affordable homes for all persons struggling with mental illness and homeless in Burnaby.



ADITI RUDRA, Secretary

Currently majoring in Business Management and Marketing Management, minoring in Public Relations – Aditi plans to make humanitarian work an integral part of her career. She is currently working with the UNAC and is the Regional Coordinator for the Canada Green Corps in BC. Today, she participates and contributes her time to various non-profit needs in our society.



ALICE SUNDBERG, Vice President

Alice is a housing and community development consultant and has been involved in social housing advocacy, education, and development since 1991. She hopes to help the PHS board with governance issues and developing more affordable housing for low income folks in Burnaby.



ARTHUR LEONG, Treasurer

Arthur comes from a background in Commercial and Residential Property Management with one of Canada's largest premier Real Estate Developers. Completing his studies in Business Management, Arthur hopes to be a part of growing PHS through an increase in support and awareness for those in need of shelter and mental well-being.



SONIA HALL, Director

Sonia joined the PHS Board to help raise awareness about the need for good quality, safe, affordable housing as a social determinant of community health. Sonia brings over 15 years of leadership experience in the public health and social service sectors, working primarily in the areas of strategic planning, community partnerships, policy development, and program administration.



GARTH EVANS, Director at Large

Garth practices law with the Vancouver firm Barbeau, Evans & Goldstein. He acts for a number of non-profit housing societies and has experience respecting legal matters involving housing and homelessness issues. He was formerly a Burnaby City Councillor.



KATHLEEN PERREIRA, Director - PPAC Rep

Kathleen has been volunteering through the Revival Centre in the Downtown Eastside since 1996. Kathleen actively volunteers weekly through clothing and food drive for over 15 years. She has been with Progressive Housing Society and Burnaby Homeless Task Force for about 7 years now. She helps sort clothes at the office and Southside Church for the Burnaby Homeless Task Force.



KAYHAN MIRFAKHRAI, Director

Kayhan has a Bachelor and a Master of Science degree in Industrial Engineering from the US. He has more than 20 years of experience working at top management levels in the government, and has also managed his own company in Management Consulting. He has served on four different Boards in Professional non-profit organizations.



MARIA ASUNCION, Director - PPAC Rep

Maria has lived in Burnaby for over 20 years and brings over a decade of experience in the software industry. PHS has been a blessing to her, and she enjoys volunteering as well as establishing new relationships within the community.



JAYE TREIT, Executive Director

Jaye comes to PHS with 25 years of experience in the health, education, and social service sectors and has significant experience in community-based programming.

EXECUTIVE REPORT

Jaye Treit & Irfan Ali



It is a pleasure to be here today to celebrate and reflect upon this past year at Progressive Housing. While our year has not been without its challenges, we have also made great strides across the whole Society. From our approach and delivery to front line services to our Board and Governance we have seen many accomplishments and more steps forward than back.


New opportunities and new funding has allowed us to accomplish a lot this year with a focus on quality improvement. We have completed a large-scale program evaluation of our Housing and Outreach Hub – which we currently continue to assess and re-assess and as a result have been able to implement a new program framework that is better aligned with the Housing First Model. We have conducted, and completed both operational and BOD policy review.

As a result of this work, and subsequent recommendations, we have added tools and procedures that will assist us in our work towards strengthening our accountability, practice standards, compliance requirements and ultimately improve our outcomes. We have utilized technology to keep us moving forward as well as help us plan for the future when new opportunities present to us. Examples include: developing new communications and marketing resources, creating a passionate and informative video, launching a newly designed website and purchasing new program software systems.

All of our programs continue to advance and respond to changing community needs and demographics. Experiential learning is so important in this work that we do. We recognize that we don't always get things right the first time - and that's ok because it means we are always striving to improve and are client and community centered. We want to be great service providers and great partners to our supporting organizations and stakeholders. Our staff always rise to the challenge and are eager to learn new practices and techniques to be the best advocate and navigator for our clients. The next year will continue to challenge and bring change and hopefully opportunities. We have said farewell to a special member of our Management team – Linda Kingston and have been able to welcome new management staff. The upcoming year will see the the board focus on reviewing and revising our current bylaws to align with the new Society's Act, and build new relationships with our added members.

SUPPORTED INDEPENDENT LIVING REPORT


Jesse Donaldson




The SIL program consists of a housing subsidy to assist clients with renting a market housing rental unit, and support services provided by one of our 3 SIL teams. Clients are met in their home or in the community from twice a week to as little as once a month depending on client needs. We are funded by the Fraser Health Authority, Mental Health and Substance Use - Housing division. Our contract is managed by the Burnaby Mental Health and Substance Use - Community Residential Program (CRP) Coordinators.

As of August 1st the program had 94 clients receiving subsidies. The average subsidy is \$362/client. Most of our clients are receiving a subsidy of up to \$400. New clients are now receiving a subsidy of up to \$500. Clients that are facing demo-victions also qualify for the \$500 subsidy. We are approx. \$5000 under our subsidy budget which translates to approx. 10-15 vacancies.

We have been witnessing the reduction of housing stock due to an increase in the development of condo towers. There is an ever growing population in Burnaby putting pressure on very limited rental stock. As a result, we are faced with significant increases in rental amounts over the past year in Burnaby. Today, the vacancy rate is at an all-time low which has also increased competition for existing vacancies. Apartment searches can now take more than a month which was historically unheard of. Some clients are finding themselves at risk of homelessness or homeless during these challenging apartment searches as they are taking so long. And, some clients are having to rent basement or ground level suites as this is some of the only affordable housing stock that remains in Burnaby. Some clients are now having to consider shared housing which was rare in years past and comes with its own set of challenges.



The SIL staff have all now completed the RCCS training, (Recovery Centred Clinical System), provided by the Fraser Health Authority. We are now using the Recovery Model as well as the principles of Psychosocial Rehabilitation in assisting clients in designing and implementing support goals. We, along with the CLS program, are now using the new Recovery Plan goal sheets. I would like to thank the staff and clients for embracing this new approach.



Thanks to our Burnaby Mental Health Contract Managers Sarah Ismail and Todd Bass for their guidance and support of the SIL program. It is much appreciated.

I would like to say a thank you to the SILP staff for doing such a great job in working with our clients. Thank you SIL 1: Freddy, Kayla and Luba; SIL 2: Jessica and Norm; SIL 3: Andi , Sandra and Greg.

I would like to thank Jaye and the Board of Directors for the opportunity of being the Acting SILP Manager this summer. I have had some big shoes to fill after Linda Kingston has very competantly led this program for so many years. Thanks to Pindi for assisting me with all of the important details that come with the position.

And finally, thank you to our clients for your participation in the program. We hope that we are creating opportunities for a better life, together.

SHARED & TRANSITIONAL HOUSING REPORT

Leanna Chatwin

In the Community Living Supports Program, we have transition homes with private rooms and shared facilities in Burnaby. Each individual living in the homes gets one-on-one support and staff assistance on a weekly basis. The length of stay is time limited and is usually between six months to two years long. The individuals are able to engage in rehabilitation activities that help them transition and integrate back to the society.

Although, this is a time-limited program, clients can stay within the program, as long as they need support and assistance provided by our staff. Through the transitional program, we want to ensure that all our clients are at their best state before integrating them back into the society.

The CLS program also has a support only community based service similar to the SIL program without the monthly subsidy. All programs are focused on skills for independence.

Each program is designed to assist clients to become independent while encouraging healthy quality of life. Some of the programs that have been introduced are Health groups, that focuses on nutrition and diet. We also provide discussion groups to help the individual learn to work through conflicts and concerns. Other topics can also be discussed depending on their interest. Both programs empower individuals to learn new skills.

BURNABY HOUSING & OUTREACH HUB REPORT

Linda Kingston

*The ache for home lives in all of us
- Maya Angelou*

The Burnaby Housing and Outreach Hub continued to grow and evolve over the 2016-17 year. It has been very challenging to meet the ever-increasing housing crisis in Burnaby. So many vulnerable citizens are facing homelessness as market rents increase and vacancy rates drop.

Progressive Housing Society has provided services based on a Housing First model for several years. This philosophy of Housing First is to assist individuals who are chronically or episodically homeless to move off of the street and into housing. Our new contract with the Homelessness Partnering Strategy allowed us to continue to provide these services in Burnaby and New Westminster. The program structure does not require any pre-requisites. Once in housing, the individual is provided with support and resources to address any barriers to maintaining housing. Our support team addresses concerns such as budgeting, mental health, substance use, vocational and social relationships.

The BHOH provides other on-site services, such as a medical clinic with a nurse practitioner for those people who have barriers to accessing traditional medical services. We provide tax preparation, referrals to other service agencies, procuring ID and assistance in applying for income sources.

The team continues to provide weekly Outreach services to approximately 60 people at various locations throughout Burnaby to connect people to resources. Our mobile Outreach Van travels to Burnaby Library, Central Park, and the Outreach Resource Centre, on a weekly basis to help provide hygiene kits, clothes and any additional resources to those in need.

The dedicated program staff continue to provide more services to a greater number of people with shrinking resources. Their dedication to helping people move forward is what makes the program successful.





THANK YOU

To all of our donors, funders, sponsors and supporters over the past year – We can't do what we do without you!

VOLUNTEERS

Brian Kingsley, Linda Taylor, Razan Alanbari, Shane Yard, Paul Bresso, Parviz Paydafar, Rahel Getaneh, Kelly Merz, Kathleen Perreira, Arlene Orris, Herb Ritchie, Grant Reid, & Marx Ballantyne





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