



PROGRESSIVE HOUSING SOCIETY



2017-2018
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 and New Westminister. 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 6th annual walk was a collaborative effort with other local mental health services

WALK FOR MENTAL HEALTH



Alongside the Burnaby Homeless Task Force, PHS Outreach Staff volunteered at the Outreach BBQ that was held at Southside Community Church

OUTREACH BBQ



APR 2017

METROPOLIS COMMUNITY FUND



PHS earned a \$10,000 Metropolis Community Investment for our work with the homeless

LINDA'S RETIREMENT PARTY



PHS recognised the 23 years of compassionate work that Linda Kingston has done for the SIL, CLS, and BHOH programs



PHS was part of a multi-charity community fundraiser, themed after the 60's (Best Costume Winner: Jaye Treit!)

ROCKIN' FOR BURNABY FUNDRAISER



The first ever open houses by PHS - showcasing three of the Shared Housing Programs we have: Georgia House, Rumble House, and Holly House

CLS OPEN HOUSES



PHS assisted the Burnaby Community Services and Society to end Homelessness in Burnaby in raising almost \$40,000

COLDEST NIGHT OF THE YEAR

MAR 2018

AGM 2017



Celebrating last year's successes and appreciating the transformative work done by staff and volunteers

CLIENT CHRISTMAS PARTY



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



BOARD OF DIRECTORS

ALICE SUNDBERG, 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.

GARTH EVANS, VICE PRESIDENT

Garth practices law with 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.

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.

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 Progressive Housing Society through an increase in support and awareness for those in need of shelter.

MARSHA GOLDFORD, Director

Marsha Goldford, M.P.A., C.P.H.R. is a Chartered Professional in Human Resources with 15+ years in management of non-profit housing and residential tenancy program offices and over 17 years as a senior level HR practitioner. Marsha has a Master's in Public Administration from Queen's University, a B.A. in Political Science and French from the University of Western Ontario.

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.



AMADOR ASTUDILLO, Director

Amador has professional designations in accounting and project management, and an MBA from the US, and has worked for small companies and non-profits as well as for large corporations. Amador is also a member of the Client Advisory Committee for an immigrant services organization.

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 for Professional non-profit organizations.

IRFAN ALI, Past 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 every individual struggling with mental illness and homelessness in Burnaby.

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.



“No one wanted us to fail, but no one could find us a way out.”

Written by Alex Durian

No two stories are the same, but amongst the individual and social barriers are a common story—the struggle to find affordable housing. Progressive Housing Society works with people to find the stable ground in an otherwise raging storm.

I’ve had the joy of working alongside Russel Brown, Bobby McLean, and their two kids.

This family of four was staying in a tent in the Edmonds Wards. Social workers made sure their kids were healthy and police frequented to make sure they were safe. They looked every day for a home, but there was nothing affordable. They were afraid of losing their kids. Through our joint efforts with social services and the RCMP, we worked with The Browns. We used our collaborative partnerships to connect them with local family support agencies, as well as our Nurse Practitioner from Fraser Health. In the end, we helped them find a home. The community came together and now their family is happy, safe, and whole. They described being housed as feeling like everything was going to be okay. There are still struggles for The Browns, but they are rebuilding.

“It was a nightmare, until we met you guys,” Bobby told me, “But life is finally starting to feel normal again!”

EXECUTIVE REPORT

Alice Sundberg, President

With over 3 decades of providing services to Burnaby citizens and many neighbouring communities, PHS continues to be a leader in Mental Health and Housing. In the midst of a national housing crisis with little to no affordable units available or accessible, our staff have supported more than 300 individuals and have found housing for 261 individuals. This is an incredible accomplishment in a community where the vacancy rate is less than 0.2%.

The PHS Board of Directors has encouraged and supported the Society to continue to grow and evolve to meet the changing and complex needs of the people we serve. The Capital Acquisition committee has kept its eyes and ears open for any opportunity that would allow us to enhance our housing portfolio. Our Board of Directors has also embarked on the necessary transition processes to meet the requirements of the new B.C. Societies Act (2015) by November 2018. Our Policy and Planning committee has been very busy working throughout the year at developing and writing our new Constitution and Bylaws and updating board policies. Our Communications committee has merged with our Fund Development committee to form a Resource Development committee that will assist and guide us in future events, communication needs such as our website and social media platforms, and finding solutions to funding gaps. The Nominating committee is pleased to welcome some new board members this year in recognition of the continued need for succession planning and having a diverse working group at the table.

PHS has continued to respond to opportunities that have emerged with a new and refreshing commitment from both the federal and provincial governments to improve the lives of vulnerable individuals. Our continued partnerships and collaborative work with various community groups and stakeholders is key to addressing the stigma and issues surrounding poverty, mental health, substance use, and homelessness. We remain committed to expanding our services to meet the critical and often urgent needs in all of our programs and housing initiatives.

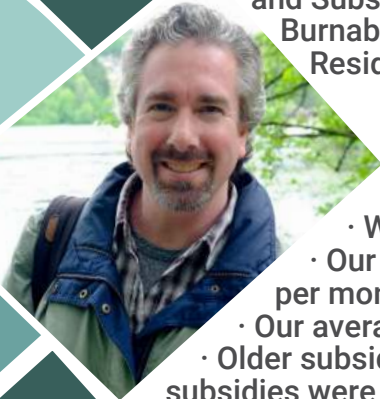
On behalf of the entire Board of Directors, I want to express our heartfelt gratitude to our Executive Director for her continued dedication to the cause, as well as to the amazing staff team that work with her to serve those most in need in Burnaby and the Lower Mainland.

SUPPORTED INDEPENDENT LIVING REPORT

Jesse Donaldson

The Supported Independent Living Program (SIL Program), started at Progressive Housing Society in 1992. It began with 30 clients and a staff of 3. Today, we have over 100 clients and 8 staff members. The SIL Program consists of a housing subsidy, to assist our clients with renting, and support services provided by one of our 3 SIL teams.

Clients are met in their home or in the community from as often as twice a week to as little as once per month depending on client recovery goals and 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 Centre Shared Housing and Residential Program Coordinators Sarah Ismail and Todd Bass.



This report is referencing the fiscal year of April 1st, 2017 to March 31st of 2018. Here are some stats to report for this period:

- We had a minimum of 89 clients and a maximum 99 clients.
- Our average monthly subsidy budget was approximately \$35,000 per month.
- Our average subsidy for the year was \$366 per client.
- Older subsidies remained at a maximum \$400. (Starting Feb 2017, new subsidies were increased to \$500 to assist with rising rental market costs).
- We assisted a total of 130 clients: 116 SIL and 14 CLS support-only clients.

It seems that at every AGM we have been reporting the increasing difficulty our clients and staff have faced in trying to find safe affordable housing here in Burnaby. The rental housing stock continues to shrink, the population continues to grow, and rents continue to rise. Thankfully, the Provincial government has recently eliminated the dreaded Vacate Clauses in December 2017, which were allowing Landlords to set term limits on a new lease and then raise the rent an unlimited amount when the term expired, as if a new tenant was moving in. This was permitting landlords to increase rents well beyond the allowable 3.8% in 2017 and 4% in 2018 for terms as short as 6 months. Thankfully, this is no longer legal, but most new listings continue to rise well beyond what our client's would consider affordable. Not long ago, we would consider \$800 for a 1-bedroom apartment a reasonable rental amount, but now we have clients renting basement suites for as high as \$1,200. With each new Residential Tenancy Agreement, we are shocked at the increasing amounts our clients are being forced to pay. The Ministry of Social Development and Poverty Reduction continues to provide clients on Social Assistance,

including the Disability Pension, \$375 to cover shelter costs. This is clearly not enough in a part of the world that is quickly becoming the most expensive place to live when compared to mean incomes. Our subsidies can't keep pace and it is many of our clients that are feeling the pinch.

During the 2017-2018 fiscal year, the SIL and CLS programs implemented a new mental health Recovery Oriented service approach called the Recovery Centred Clinical System, (RCCS). It was adopted and introduced by Angela Louie and the Fraser Health Rehabilitation and Recovery Services staff, first created by an agency in the United States called the Telecare Corporation. It was rolled out to non-licensed mental health housing providers Spring 2017. SIL and CLS staff were quick to adopt this approach after having attended 3-day of training last spring and a follow-up ½ day of training last fall.

We are now having “recovery conversations” with our clients which include hopes, dreams, values, strengths, and resources. We are also working hard to create a recovery culture that is client driven, strengths-based, and person centred. We are learning to bring the RCCS approach into daily service.

An easy take away when thinking about Recovery Oriented services has been the use of the acronym CHIME which stands for:

- Connectedness: having good relationships and being connected in positive ways to others.
- Hope: belief that a better life is both possible and attainable.
- Identity: identifying as someone beyond the label of the mental health diagnosis, working to overcome stigma, to be recognized as a whole person.
- Meaning: living a meaningful life, pursuing meaningful activities.
- Empowerment: focussing on strengths, taking personal responsibility and control of one's life.

I would like to thank SHARP coordinators Sarah and Todd for their support of the SIL Program. I would like to thank our SIL staff for your hard work, day in and day out, here at Progressive Housing: SIL 1: Luba and Carly, SIL 2: Mesfin and Freddy, and SIL 3: Jessica, Andi, and Jonathan. I would also like to thank Jaye and Pindi for your tireless support of the Mental Health Programs here at Progressive—it is much appreciated.

And finally, thank you to the clients for your participation in the program. Your persistence in your own recovery journey is admirable. We hope that we are creating opportunities for a better life, together.

BURNABY HOUSING & OUTREACH HUB REPORT

William Oksanen

"Housing rights are human rights and everyone deserves a safe place to call home... and one person on the streets of Canada is too many"

–Prime Minister Justin Trudeau.

The Burnaby Housing and Outreach Hub (BHOH) continued to evolve over the 2017-18 year. The growing housing crisis in Burnaby means that many vulnerable citizens are facing homelessness as market rents continue to increase and vacancy rates drop. A reality of the current housing market is that multiple homeless people must share the same accommodation. Even renting a bedroom has become financially out of reach to the average ministry recipient, receiving the basic amount, of \$710/month. Bedrooms are renting for \$650 to \$850 per month.

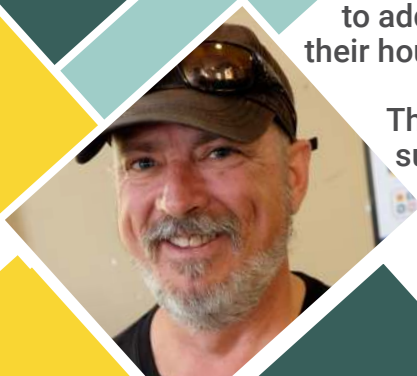
Additionally, roommate scenarios are difficult, even for stable, employed people, who live with friends. Placing multiple homeless people, who do not know each other, into shared accommodation is often problematic, and can be like a pressure cooker.

It requires constant support and follow up by outreach workers to teach and support clients to resolve issues that arise in communal settings. Matching compatible personalities, temperaments, and addiction issues has become an important assessment skill/selection criteria for our team to successfully house people.

Progressive Housing Society provides services based on a 'Housing First model', in both Burnaby and New Westminster.

The philosophy of Housing First is to assist individuals who are chronically or episodically homeless to move off of the street, directly into housing. Once housed, the person is provided with support and resources to address barriers they often experience maintaining their housing.

The outreach and support team addresses concerns such as budgeting, mental health, substance use, vocational aspirations, educational goals, and social relationships.



The BHOH also provides on-site services, such as a medical clinic, in partnership with Fraser Health, with a nurse practitioner for those people who have barriers to accessing traditional medical services.

We provide tax preparation, referrals to outside services, procuring ID, assistance in applying for income sources, housing referrals, hygiene kits, clothing, food, and either access or referral to services for mental health and addictions.

We have weekly Integrated Case Management meetings. These meetings utilise the expertise of various service providers and health professionals in a collaborative approach. In these meetings, we discuss challenges, solutions, best practices, current information, systemic processes, treatment plans, as well as finding ways to resolve individual client needs. The ICM model is a way to bring providers together and maximize quality in service provision through our partnerships.

The team continues to provide weekly Outreach services to approximately 80 people at various locations throughout Burnaby. Our mobile Outreach Van travels to the Burnaby Library, South Burnaby United Church, Central Park, St. Stephen's Church, and the Outreach Resource Centre, on a weekly basis, to provide outreach expertise, as well as goods and services. We respond to public, parks and police referrals of homeless camps, and people sleeping 'rough' in doorways, outside of churches and other public spaces. Outreach also assists people who are facing eviction, or are being discharged from hospital with no place to go.

The dedicated program staff of 15 continue to provide more services to a greater number of people with shrinking resources. Their dedication, diversity of skills, life experience, and expertise help disenfranchised people move forward, and is what makes the program successful.



SHARED & TRANSITIONAL HOUSING REPORT

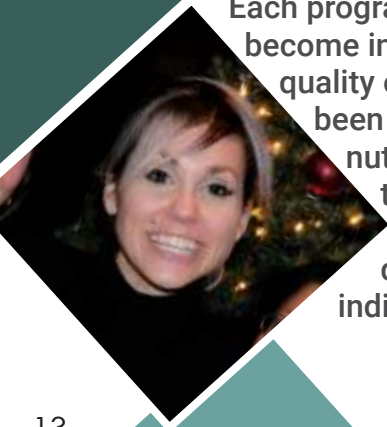
Leanna Chatwin

In the Community Living Supports Program (CLS 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 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.






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, Razaan Alanbar, Paul Bresso, Parviz Paydafar, Rahel Getaneh, Kelly Merz, Kathleen Perreira, Herb Ritchie, Marx Ballantyne, Meena Rao, Arlene Morris, Shane Yard



**PROGRESSIVE
HOUSING SOCIETY**

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