



# PROGRESSIVE HOUSING SOCIETY



2019-2020  
Annual Report





## OUR MISSION STATEMENT

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

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# 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 **Community Living Support Program (CLS)**, includes our **Shared and Transitional Housing** programs and 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.

The **Emergency Shelter** program is a housing-focused shelter that offers temporary accommodations for up to 40 clients. The program provides daily meals as well as connections to counselling, health, and permanent housing services. Staff take a person-centred approach in helping people meet their needs and find long-term housing.

**Norland Place** is a 52-unit supportive housing facility. It provides people with a place to live independently in their own suite but also as part of a program and a community. Staff are on-hand 24/7 to provide support and guidance. Staff work with each individual in a person-centred approach to support them in the goals which matter to them most.

# YEAR IN REVIEW



PHS had our annual summer BBQ which had a fantastic Lava theme and fun photo booth!

**SUMMER BBQ**

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

**2019 AGM**

**APR 2019**

**WALK FOR MENTAL HEALTH**

Held at Deer Lake Park during Mental Health Awareness Week, this 8th annual walk was a collaborative effort with other local mental health services

**SHELTER OPENING**

We opened Burnaby's first emergency shelter on August 19th. The shelter provides 40 beds for members of the community.

**NORLAND OPENING**

We had our grand opening of our 52-units of supportive housing on October 25th





Our Shelter hosted a super fun Halloween party with many spooky costumes and decorations

We celebrated the holidays with our clients with a full turkey dinner and a special visit from Santa

**SHELTER HALLOWEEN PARTY**

**Client Christmas Party**



**MAR 2020**

**WE WON BEST NON-PROFIT OF THE YEAR**

**COLDEST NIGHT OF THE YEAR**



We were truly honoured to win the 2019 Burnaby Business Excellence Awards for Best Non-Profit

PHS assisted The Society to End Homelessness and Burnaby Community Services in raising \$72,549



# BOARD OF DIRECTORS

## MARSHA GOLDFORD, President



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

## ALICE SUNDBERG, Past PRESIDENT



Alice is a housing & community development consultant. Alice has been involved in social housing advocacy, education & development since 1981, including 16 years as a Development Consultant for co-op & non-profit housing, and 11 years as the Executive Director of the BC Non-Profit Housing Association

## ADITI RUDRA, Secretary



Currently majoring in Business Management & 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 & is the Regional Coordinator for the Canada Green Corps in BC. She participates & contributes her time to various non-profit needs in our society.

## AMADOR ASTUDILLO, Treasurer



Amador is currently a Management Consultant. He holds professional designations in Accounting (CPA, CMA) and project management (PMP) and has an MBA from the University of Michigan. Amador has worked for a variety of organizations, from small entrepreneurial companies & non-profits to large corporations.

## JOYCE ENG, Director



Joyce brings over 25 years of experience in real estate sales, marketing, and communications and as many years as a volunteer for non-profit humanitarian, health, and housing organizations. She has a strong interest in community well-being, is active in the non-profit housing sector, has completed the Social Housing Management program, and has received the CertCIH designation.

## KATHLEEN PERREIRA, Director



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.



**ARTHUR LEONG, Director**



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.

**ESPRIT CHOUNARD, Director**



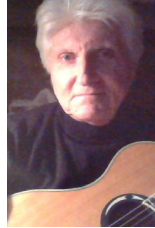
Esprit is a commercial and residential development consultant in Vancouver, BC. Since 2014 Esprit has focused on providing a range of development services including asset and feasibility analysis, as well as housing needs studies for various retail and affordable housing projects around the lower mainland & interior of BC.

**JAMES CAPERSEN, Director**



James began his work in the homelessness & housing sector in BC as an extension of his education & early career in public health. While working as part of the BC Ministry of Health's Patient-Reported Experiences Measurement Steering Committee in 2014, James was tasked with designing & implementing a survey of hospital inpatients across the province.

**CLAYTON RANGER, Director**



Clayton attended Emily Carr School of Design Arts & graduated with honours in Painting. He later recorded an album of his original material. The discipline involved in taking on that kind of project was very challenging but worth the effort. He worked in community & professional theater & earned money as an actor in doing commercials, background television and professional stage work.

**EUGENE TSENG, Director**



Eugene comes from the public sector, including experience with the Government of B.C., the California state legislature, and the Taiwanese Parliament. With a master's degree in public administration and a bachelor's minor in urban and regional studies, he hopes that his involvement with Progressive Housing

**JAYE TREIT, Executive Director**



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



This shelter is a God's send for the homeless, addicted, and marginalized persons of Burnaby. I for one was homeless for a long period of time due to circumstances of my doing and some uncontrollable events in my life. I for one did not use the shelter facilities in Vancouver, Surrey, and other cities because I didn't feel safe in those places. So right away let's get one thing straight. Every client that I have talked to that is the first thing they say is they feel safe in this shelter. Second is the staff. They don't make the clients feel like they are being judged or looked down upon when they come in here. For a person that has never been in a situation to ask for these services how much of a big deal this is. That is one of the reasons people choose to stay outside. Because of the way they are dealt with by staff of such places. So credit to the boss lady for hiring awesome, caring staff that will bat for the clients.

In the time I have been here I've seen numerous times meal services for clients are awesome because it is planned for everyone. Vegan people allergic to certain things. I guarantee if you ask 50 clients, 45-49 will say this is the best food anywhere in the lower mainland. Also providing laundry services show you care, homeless people don't get that benefit often. Make this shelter No 1 in my books. Peaceful sleep due to security measures, staff's knowledge and caring of client, and finally we the homeless, addicted, and marginalized people of Burnaby can say we in Burnaby not only have an awesome shelter, we finally have one.

Thanks for everything,  
Sanj



## STAFF ACCOMPLISHMENTS



Congratulations on 5 years

William Oksanen  
Hya Tabrilla  
Steven Elliot  
Alexandria Saretsky

Congratulations on  
20 years



Luba Andrews





## EXECUTIVE REPORT

**Marsha Goldford, President**

It is a challenge this year to report on our successes and milestones when the world has been turned upside down these past several months, which began the very month of our fiscal year end. I feel we need to acknowledge this as so many people have been devastated and impacted by not only the COVID-19 pandemic, but the BC Overdose Crisis which has significantly worsened due to COVID-19.

While our Society has managed through these times focusing on health and safety practices for all staff, clients and tenants, we have not escaped the tragedy, grief and loss of those we are serving. We have witnessed first-hand the impacts of the Pandemic and how it has affected our community. As a non-profit society that provides direct care and service to some of the most vulnerable population, we are in a position to recognize the needs of those who are most hurting from the current events that continue to evolve. Our staff have been tremendous in responding to this and have selflessly and passionately continued on in their roles and adjusted the work as necessary to best support our clients.

The impacts of the pandemic from an operations standpoint has been challenging, but we have also experienced some wonderful development and growth that has been inspiring and truly lifesaving. With the help of so many key partners and stakeholders we have been able to transform the landscape of Burnaby. Finally, this community not only recognizes and acknowledges the city's most vulnerable population but has provided opportunities for organizations like us to better serve those who need it the most.

Throughout this past year, we have welcomed new leadership, new energetic front line staff members and have developed new relationships in the community and further strengthened our longstanding partnerships. We have celebrated each and every home that we have been able to offer and provide to so many of our Progressive Housing members. We have grieved when we have lost others. Our tireless staff have been dedicated to the work and to the purpose of the organization and have adapted not only to these recent new times, but to the substantial operational changes that have occurred over this past year.

The Board of Directors has been supporting these changes and closely following our opportunities as they tie into our 2019 Strategic Vision and fostering our guiding principles of being person centered, compassionate and always progressive. In light of the risks associated with in-person meetings, the board has continued to meet virtually and has remained actively informed and involved in the Society's governance. We welcomed two new board members this year both with a strong commitment to community and efforts to improve the lives of the

most vulnerable populations in Burnaby. We have diverse representation ethnically, in gender and age, as well as in terms of varied skillsets and competencies.

The Board Resource Development Committee has been working to develop initiatives to raise both awareness and funds and in planning to celebrate the Society's upcoming 40th anniversary in October 2021.

It has been a tricky road navigating public health emergency restrictions and keeping a watchful eye while offering moral support to Society leadership and staff throughout the last several months of fiscal year. We, as a board, are extremely proud of how Society staff has responded so adeptly to the challenges placed on them.

As tangible evidence of the contribution that the Society has made, Progressive Housing was awarded the distinction of '2019 Non-Profit of the Year' by the Burnaby Board of Trade. This singular event is a tribute to the creative efforts of the organization and the very positive difference that the staff have made in the lives of some of Burnaby's most vulnerable citizens.

The Board acknowledges and expresses our deep appreciation for their ongoing commitment, resilience and hard work, and the very valuable impact the Society has had on the community as a whole.



WINNER

# HSS REPORT

Annie Sudeyko

Over the past fiscal year, the Housing Support Services (HSS) Program at Progressive Housing Society has supported between 80 and 100 clients at any given time who are living in independent market rental housing in Burnaby, and in the surrounding areas.

This team uses a Housing First approach, which is a recovery-oriented approach to addressing both chronic and episodic homelessness. The HSS Program connects participants who are living in shelters, on the streets, or in precarious housing situations with access to a housing subsidy and outreach-based support from a team of support workers. It includes principles of trauma-informed practice, psychosocial rehabilitation, and harm reduction to centre the voices of program participants to direct their own care, with ultimate goal of fostering independence and housing stability. The funding for this program comes from Reaching Home – a federal program which is part of Canada's Homelessness Strategy.

Over the past year, our team of 7 HSS workers in Burnaby and New Westminster have worked with caseloads of up to 25 clients to develop individualised support plans in areas such as goal setting, skill-building, budgeting, education and employment, tenancy retention, and social and community integration.

This past year has presented some unique challenges, with the fiscal year closing out just as COVID-19 infection rates began increasing to pandemic levels in British Columbia. We also experienced some staff turnover, both in support staff and in management. One of the major changes included the addition of two other staff positions in the agency, who work closely with the HSS and Outreach team to support the housing needs of these programs. The Property and Tenancy Coordinator, Anthony Obradovic, works closely with the Outreach and HSS team to find and secure adequate market-rental housing, as well as liaise with landlords and property managers to troubleshoot tenancy issues as they arise. The program also expanded to include a position for a Social Worker, who supports the outreach workers in complex client cases, assists with PWD applications, and oversees case planning. This individual also represents the agency at the Burnaby Mobilization and Resiliency Table (BMART), which includes a variety of stakeholders in the city of Burnaby who are dedicated to crisis intervention and addressing homelessness.



One of the major projects taken on by the program this year was a series of training seminars, directed at streamlining the intake, housing, case management, and discharge process across the program. This include a month of weekly training sessions presented in-house to the HSS and Outreach teams and incorporated new tools to support case management. Another highlight for the agency included the opening of permanent supported housing at Norland Place in the fall. Our HSS team supported several of their clients to move into the new building.

As a newer member to the Progressive Housing team, it is a pleasure to look back on the accomplishments of the previous year and consider the possibilities for the upcoming year. I would like to thank the Board Directors, Jaye our Executive Director, the HSS team and most importantly participants of the HSS program.



# SUPPORTED INDEPENDENT LIVING REPORT

Annie Sudeyko

Another successful fiscal year has passed with its share of challenges and successes. The mental health programs at Progressive Housing Society consists of 4 separate programs:

The Community Living Support (CLS) Program consists of 3 programs, with up to 40 clients at any given time:

1. The Shared Housing Program; which includes of 2 5-bedroom houses and 3 beds at the Irmin Townhomes.
2. The Georgia House Transitional Program, a 5-bed house.
3. The Community Living Support Program: support services only clients who do not require housing subsidies- there are 22 of these clients in this program.

The clients in the CLS program are supported by a team of 3 staff members who visit regularly in their homes, and provide a variety of supports around life skills, health and wellness, budgeting, social connection, to name just a few.

4. The Supported Independent Living (SIL) Program has up to approximately 100 clients in the program at any given time. The participants of this program are connected to a rental subsidy and a dedicated support worker. Clients work on self-identified goals and are supported to maintain their independence in the community from our team of 7 community mental health workers in partnership with Burnaby Mental Health.

This past year has presented some unique challenges, with the fiscal year closing out just as COVID-19 infection rates began increasing to pandemic levels in British Columbia, and public health measures and recommendations for community mental health programs ever-evolving to meet the current circumstances. Nevertheless, both our program participants and staff have demonstrated adaptability and resiliency despite this situation. The SIL and CLS staff have been incredible at continuing to provide excellent services and support to our clients, all while adapting to the ever-shifting “new normal.” We have also experienced some significant changes on our staff team over the course of the fiscal year, which is always a challenge, but have continued to provide stability in client interactions despite sometimes experiencing staffing shortages.

In the summer of 2019, we hosted a barbeque at Central Park for our mental health clients. This was a new location for this event, and it was well-attended. Unfortunately, plans for our summer BBQ this year have been disrupted due to COVID-19, but we are actively brainstorming ways that we can continue

to celebrate our clients while adhering to public health guidelines around large gatherings. We also participated in the Walk for Mental Health in partnership with the Canadian Mental Health Association, which was enjoyed by many clients.

In the Supported Independent Living (SIL) Program, we moved a number of our clients from a shared house which was in need of repairs into another 5-bedroom renovated residence in Burnaby. This was a real team effort, that involved all members of the SIL staff to coordinate the move, our property and tenancy coordinator, and independent contractors who carried out renovations on the new property. The clients in that program are now settling into their new space, which is much more suitable and appropriate.

I would like to thank the Board of Directors, Jaye our Executive Director, and SIL-and CLS staff in working so hard to provide housing programs that we can be proud of.



# NORLAND REPORT

Ryan McCormick

After many months of building, planning, and preparation, Norland Place opened its doors in October 2019. Ground was broken on the site in March, and the building pieces were laid in place in June. Being a modular building, the construction of the structure itself took less than a week; with each piece being stack on top of the other like Lego blocks. The finished product looks excellent and makes a lovely addition to the neighbourhood.

Staff recruitment and training took place throughout this time; the Manager was hired in April, and the new employees were recruited for both Norland and the new Shelter program. Training with the new team took place throughout June, July, and August, as workers were trained in First Aid, overdose response, non-violent crisis intervention, trauma-informed practice, case planning, LGBTQ+ awareness, cultural competency, communication, and more. The team then had the opportunity to shadow other programs, and then to work the Shelter when it opened in August. Many of the first guests of the Shelter were also designated as tenants for Norland Place, so staff got the opportunity to build relationships before even moving them into their new homes.

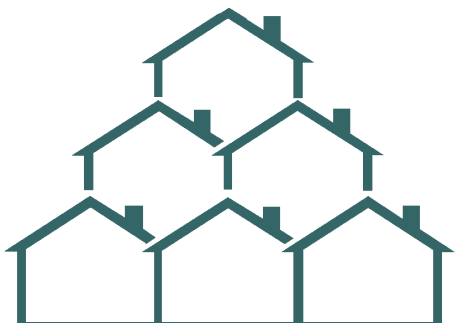
The selection process for Norland Place was a collaboration between Progressive, BC Housing, Fraser Health, and the Ministry of Social Development and Innovation. People were selected as residents based on their level of need, with a focus on those who are experiencing homelessness in Burnaby. The announcement of the selection of residents was a cause for celebration. Progressive Housing Society's dedicated team of Outreach and Housing Support workers have been working tirelessly with the people who were eventually selected into housing at Norland Place, in some cases for years. Each of the 52 people that was selected for housing was cause for a little party, as staff and clients together celebrated a new beginning in new housing. The first 48 residents moved in within the first three weeks, and the last few spots were filled by the new year. When people moved into their new homes, they expressed emotions such as thankfulness, relief, anxiety, and joy as they started a new journey from homelessness to housing.

The key principle behind Norland Place is that it is supportive housing. This means that the people live there independently in their suites, but as part of a program and a community. Staff are on-hand 24 hours a day to offer support and guidance, and programs are being brought in to develop the community. Staff take a person-centred approach, which involves meeting people where they are at, and working together with them on things that matter to them. This collaboration is central to the success of the program and the people who live there.

As of March 2020 the program has been open for almost six months. The staff and residents of Norland Place have begun to build a community. Residents have received support with life skills, getting identification back, filing taxes, reconnecting with loved ones, home health, volunteer opportunities, food



security, mental health supports, and more. This year has represented a massive change for both the residents of Norland Place and for Progressive Housing Society as an organization. Many lessons have been learned, and it is exciting to see how the community will continue to grow in a building where people are free to try, fail, try again, and receive the support and encouragement to be successful in whatever way that looks to them.



51 still housed  
6 months later



# SHELTER REPORT

Danielle O'Sullivan

The City of Burnaby entered into an agreement with BC Housing to open a 24/7, year-round homeless shelter at a small industrial property at 2294 Douglas Road, near SkyTrain's Holdom Station, this opened on August 19 2019.

The 6,300-sq-ft, single-storey property offers temporary shelter with 40 shelter beds, providing emergency accommodation and daily meals, and serving as a point of connection to counselling, health, and permanent social housing services. We are open to any Ethnicity, Gender, Diverse Disability, and are pet friendly.

The key principle behind Progressive Housing Society Emergency Shelter is that we are a housing focussed shelter. This means that this is essentially a "pit stop" in supporting folks in finding suitable and safe housing so they can live independently and be encouraged and empowered along the way. We can connect individuals with our outreach team to further support individuals with ministry applications, medical supports and mental health and doctor referrals.

Staff take a person-centred approach, which involves meeting people where they are at, and working together with them on things that matter to them. This collaboration is central to the success of the program and the people who live there.

Since opening it's doors the emergency shelter has provided shelter to 180 unique individuals, 129 males and 51 females. Of these 27 people were indigenous.

The shelter operates from a harm reduction philosophy, meaning our overall aim to reduce the harm and increase the wellbeing of the people who use our service.

We have been lucky enough to receive donations from the local community to help provide meal service and snacks throughout the day.

The shelter has two staff members 24 hours a day, 7 days a week. Staff are available to support guests in their goals of securing housing and exiting homelessness.

Over the past year we have worked with Fraser Health to provide health services to shelter guests. A nurse Practitioner was available to shelter guests for 3 hours a week. Progressive Housing's outreach team also works with shelter guests to secure housing and work on goal planning.





# OUTREACH REPORT

**Danielle O'Sullivan**

Progressive Housing Outreach team has changed and evolved over the past year. The outreach team have changed locations, their office is now connected with Burnaby's shelter at 2294 Douglas Road. This allows shelter guests to connect with the outreach team as often as they need to work on goals.

The outreach team support clients to address concerns such as budgeting, housing, harm reduction, substance use, mental health. Progressive Housing works from a 'Housing First Model', meaning that we endeavor to meet people where they are at and break down the barriers to finding housing. We are primarily concerned with housing, we believe that housing is a basic human right that everybody needs.

The outreach team has worked with 488 unique individuals over the past year to stabilize, secure and find housing. We continue to have our mobile outreach van travelling through Burnaby during the week, we are at Lougheed Hwy and North Rd every Tuesday and the Outreach Resource Centre every Thursday. In between we are often doing stops to Central Park, Deer Lake Park and other heavily forested areas. The outreach team responds to public, parks and police referrals of homeless camps and sleeping rough in public spaces.


The team of 4 works tirelessly to provide services to more people than ever before with less resources. The reality of the current housing market is that even renting a room in a house is priced between \$750 and \$900 a month. Many of the individuals we work with receive basic welfare from the ministry of \$740 a month, the outreach team will provide a brief assessment to determine if individuals are eligible for any rental subsidies to assist with housing start up and short-term assistance with paying rent.

The outreach team also offer assistance in completing government application forms, such as BC Housing applications as well as doing assessments for modular housing.

The outreach, like every team with Progressive Housing Society, has adapting and evolved since the COVID 19 pandemic began in March of this year. The outreach team continued to support vulnerable individuals to find shelter and isolate, educated clients on monitoring for symptoms and conducted many wellness checks with screening questions.



# *In Remembrance....*



All staff and board would like to acknowledge the loss of so many truly wonderful, creative and exceptional individuals who allowed PHS the privilege of working with them and being a part of their lives





# THANK YOU

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

