



PROGRESSIVE
HOUSING SOCIETY

20/21

Annual Report







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ABOUT US

Progressive Housing Society (PHS) is a non-profit organization focused on **empowering individuals to achieve independence**. For almost 40 years, we have made a difference in the lives of those living with mental health issues or facing homelessness within Burnaby through our unique client-focused programs. By acknowledging the adverse struggles our clients face, we offer both Mental Health and Housing Support Programs to accommodate their concerns.

Thanks to the hard work of our staff, volunteers, and donors, our efforts continue to be recognized by our community and business partners.

OUR MISSION



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



SERVING THE COMMUNITY SINCE 1981

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 programs. Marsha has a Master's in Public Administration, a B.A. in Political Science and French, & a Graduate Certificate in Human Resource. She is the founder & CEO of The Wisdom Group, a consortium of independent consultants providing expertise & support in administration to non-profits and small businesses.

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 (BCNPHA). She has led numerous community consultations and workshops, leading strategic planning sessions, and delivering co-op and non-profit housing orientation and training sessions.

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 CHOUINARD, Director



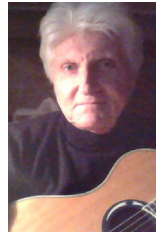
Esprit is a commercial and residential development consultant in Vancouver, BC. Since 2014 Esprit has focused on providing a range of development services including asset and feasibility analysis, as well as housing needs studies for various retail and affordable housing projects around the lower mainland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

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.

EXECUTIVE MESSAGE

As we meet again in a virtual format, it is almost too difficult to believe that we have now progressed through another year of the COVID-19 pandemic and have navigated and adapted to the variety of waves of infection and have taken the necessary measures in response. We have felt more encouragement this year as the vaccine rollout provided us with some hope that our program participants would be better protected, and that jobs, our families and our lives would soon return to some state of normal. As our “4th Wave” is now upon us – we are still faced with uncertain times ahead, but I sincerely hope that we will be able to meet in person very soon.

2020-21 has proven to be a challenging operating environment for our employees, our program participants, and our community. Throughout this year, we have been able to maintain our critical programs and service delivery of all of our day-to-day operations adapting when

and where we can. We have continued to rapidly adapt and respond as required to keep our employees and our clients healthy and safe. I am proud and grateful for the commitment and the collaborative efforts from all our employees, Board or Directors, management team, volunteers and community partners. It is because of your hard work, that we have been able to minimize the spread of COVID-19, respond and save countless lives from fatal overdoses and have maintained excellent safety standards at all sites.

Recognizing that we are entering our 40th year of doing business in Burnaby, the Board identified a need to increase community awareness of the challenges that we see people facing each day. The Board launched a number of Initiatives that build upon our programs and acknowledge and celebrate the hard work and achievements of the Society and its many volunteers and partners over the years.



Over the past year, the Board increased our efforts to advocate for those who are most vulnerable, and thereby reduce the stigma of homelessness and mental illness in our community and beyond. We set a major fund-raising campaign in motion. A local film production company created an emotive video short, at a seriously discounted rate, to kick off the campaign, still in progress. Moreover, the Board has spent long hours planning a community-wide event to recognize our staff, our work, our partnerships and our 40 years of history. The anniversary event, suitably named – ‘Taking it to the Streets’, was originally scheduled for October 2nd, now postponed to May 14, 2022. We plan to welcome the entire community to participate in our celebration in a very safe, creative and engaging way.

These efforts and others not only increase awareness of Progressive Housing Society, but also create greater appreciation for the work that we do in the community.

Ultimately, they will help raise revenue that the Society is able to spend on critical community needs not supported by government at this time.

Many thanks to our great team of Board members and staff who are all driven by their desire to give for this great organization.

Lastly, we want to recognize and thank our two departing Board members - Aditi Rudra and Arthur Leong. Both have committed their time, energy and ingenuity to the betterment of the Society over the past six years.



SUPPORTIVE INDEPENDENT LIVING (SIL)

This 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)

This program 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.

COMMUNITY LIVING SUPPORT PROGRAM (CLS)

The CLS program 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.

EMERGENCY SHELTER

This 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

This 52-unit supportive housing facility 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.

JUBILEE TEMPORARY WINTER SHELTER

Progressive Housing partnered with the City of Burnaby and BC Housing to address the needs of homelessness in the cold winter months. The Winter Shelter program provided 25 beds to those in need and connected clients to supports and housing options.

ISOLATION CENTER

Progressive Housing partnered with BC Housing to open a 57 bed COVID Isolations Centre and Shelter. The Isolation Centre provides those experiencing homelessness a safe place to properly isolate for COVID while being able to engage with staff regarding housing, harm reduction, mental health, substance use, and health services.

CLIENT SUCCESS STORY

"I am 61 years old and have been facing life difficulties for almost five years, after learning that it's okay to ask for help. I tried many different organizations... and none were helpful until I was introduced to Progressive Housing Society. PHS was the only organization that gave me the hope of receiving the help that I need. They genuinely cared about my mental, emotional and physical health and after a short period, they found me a beautiful place to live and the help did not stop there. They keep in touch, helped with rent, food and someone to talk to. I am very grateful and I don't think of people who are working there as the staff, I believe I made friends. Good friends. Thank you, PHS."

PROGRAM REPORTS

HOUSING SUPPORT SERVICES

The Housing Support Services (HSS) Program at Progressive Housing Society is a Housing First team. Over the past fiscal year, the HSS Team has supported between 60 and 80 clients at any given time who are living in independent market rental housing in Burnaby, and in the surrounding areas.

The program experienced a major setback at the beginning of the last fiscal year with the loss of a significant portion of the funding for the program. This resulted in the displacement of several staff members. Fortunately, the program was able to be rebuilt and restructured in June 2020 with three out of seven staff members returning to their outreach positions. Over the following months, our team of 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. Despite the initial challenges and heavy workload, this team continued to provide excellent services to their clients and managed to maintain stability for the clients receiving services.

This past year has presented some unique challenges, with the fiscal year beginning just as COVID-19 pandemic was escalating. As for all of us, the pandemic significantly shifted and, in many ways, restricted our ability to connect with and continue to provide services to a vulnerable population. Despite these challenges, the staff and program participants have demonstrated incredible resiliency, flexibility, and creativity in being able to carry out on-going case management. Of significant note is the number of participants that have successfully exited the program in the past several months, after being accepted into long-term subsidized housing. The HSS staff should be incredibly proud of the work they have done and have continued to support a significant number of participants to move into more stable and suitable long-term housing, while working on other self-directed case plans.

MENTAL HEALTH PROGRAMS

Another year has passed in the mental health programs at Progressive Housing Society. Due to the pandemic, there has been a focus on maintaining health, wellness, and connection throughout this challenging time.

This past year, we added a Coordinator position to support the Community Living Support (CLS) program which has helped to streamline some of our intake and discharge processes as well as support the maintenance and growth of the program.

The COVID-19 pandemic has presented significant challenges for participants and staff, and in some cases, restricted our ability to connect and provide services to program participants. Unfortunately, our standard group events such as the annual Walk for Mental Health, Summer BBQ, and Christmas Party were not able to be hosted as a result of restrictions on indoor gatherings.

To combat social isolation and provide a sense of connection and celebration to program participants, the SIL, and CLS staff have flexed their creative muscles and found unconventional ways to promote and foster community amongst participants. Over the holiday season, the SIL and CLS staff assembled over 150 stockings for all of our

community clients, filled with self-care items and special treats. We also hosted small holiday dinners at each of our shared houses with participants that were living together. More recently, one of our SIL shared houses has taken on a gardening project, and participants are working with SIL staff to grow vegetables and herbs in their front garden and in containers on their patio.

Despite the incredible challenges of this year, the SIL and CLS program and participants have demonstrated incredible resiliency and adaptability to ever-changing procedures and information. The staff should be very proud of their ability to navigate these circumstances while continuing to provide excellent care to our clients.



EMERGENCY SHELTER

We have entered our second year of operating our 24/7 year-round Emergency Shelter at 2294 Douglas Road, after celebrating our first anniversary on August 19 last year. We came together in a COVID friendly way with a small barbecue for our Shelter Guests and Staff to enjoy the big day together.

Lots has changed this past year, especially with COVID having a significant impact on our services. We responded by reducing our available beds from 40 to 24. We were fortunate enough to secure another location to move 16 clients from the Shelter to adhere with social distancing protocols in our Shelter building. We further started spreading out the communal area, provided PPE and options to isolate and quarantine for our clientele. Sadly, we also had to discontinue all in person programming to ensure everybody's safety. Despite of all the challenges that came with COVID, we were able to provide services to 115 individuals so far this year.

We have had some exciting changes as well at the Emergency Shelter: As a result of the incredible support from the Division of Family Practice in Burnaby, and in cooperation with our Health partners, we have expanded our in-house services. We have started running a weekly clinic with a Nurse Practitioner, a Licensed Practical Nurse and a Foot Care Nurse. Providing access to much needed regular medical services to our clients has been a game-changer for many. By providing that continuity of care, we were able to connect individuals with the appropriate resources that have helped improve their physical and mental health."

Another great result of our cooperation with Fraser Health were two successful vaccine clinics for both, our Shelter Guests, as well as clients from other programs.

Once restrictions started loosening up a bit this year, we were able to resume some in person programming outside in our outdoor space, with a limited number of people. An Elder from the Indigenous Primary Health and Wellness Clinic started visiting the Shelter to host circles. We were able to host some smaller art events and have Guest Meetings again.



NORLAND PLACE SUPPORTIVE HOUSING

By April of 2020, the building was fully tenanted, and 52 residents were settling into their new homes with supports in place. However, the program was impacted greatly by the emergence of COVID-19.

As people grappled with the rapidly changing realities related to the pandemic, the program was fortunate not to have any confirmed cases of COVID.

As a program serving people with multiple barriers and challenges, the reality is that many of our residents are at great risk of health emergencies and even death. We sadly had three of our residents pass away during this year.

Over this year, four individuals needed to be discharged from the program. In each case, steps were taken to accommodate and support them in the supportive housing, but their risks to the community proved too great for them to be able to maintain their housing. This highlights the need for increased access to mental health and substance use services in Burnaby. Most of our residents do not fit into the

model of the current health systems and supports for people with complex needs and behaviors have been lacking.

This is changing with new clinical supports that are starting to be put in place as of March 2021. We now have a Nurse Practitioner onsite weekly and are looking forward to the addition of a Psychiatric Nurse and an ACT (Assertive Community Treatment) team from Fraser Health. These types of on-time, on-site, and accessible supports are key to meeting the unique needs of our residents and will help us maintain their housing and personal growth for years to come.

Despite all of the challenges, Norland Place has seen 87% of its residents maintain their housing since it opened. This is a great success, as it means that 45 people who were previously homeless in Burnaby, some of them for many years, are now stably housed. This program is making a difference in people's lives, and the City of Burnaby.

48

Still housed
after 1 year

45

Still housed
since opening (Oct.

87%

Housing
retention
(1.4 yrs)

EMERGENCY RESPONSE CENTER

In response to the COVID-19 pandemic, BC Housing and the City of Burnaby partnered to open Burnaby's first Emergency Response Centre (ERC) on February 1, 2021. In the last year, ERC's have been introduced across the province to support the increasing number of individuals experiencing homelessness and those needing emergency accommodation due to the pandemic. In keeping with all Progressive Housing programs, the ERC operates from a harm reduction and client-centred philosophy.

The site is comprised of 8 temporary portables located at the Burnaby Lakes parking lot. There are forty private rooms containing a desk, bed, wardrobe, television and wifi. Five of these rooms operate on a rotational basis to ensure that individuals needing to isolate or recover from COVID-19 can do so safely.

Within the first week of opening, 35 clients had moved in. The majority came from our Douglas and Isolation Centre programs but also a few who were living outdoors. These clients are long-time residents of Burnaby and are awaiting the opening of our second supportive housing building.



The ERC has benefited from partnerships with Fraser Health and Burnaby's Primary Care Network. Clients are supported by two Nurse Practitioners, an LPN, Mental Health and Substance Use Clinician, Home Health and Substance Use and Addictions Support workers. There is private space in the building for clients to meet with these clinicians and identify their goals.

The program serves as a unique opportunity to stabilize and develop independent living skills, as many clients have been living in shelter spaces or outdoors for years. Already there is a strong sense of community growing and excitement about having a private space to call home

OUTREACH

The outreach team continues to work out of our shelter location at 2294 Douglas Road. The team has worked tirelessly throughout the pandemic, while many worked from home and other services pivoted to online meetings and services our outreach team recognised the importance of being out in the community more than ever. We continued to safely support people to keep their tenancies and locate affordable housing.

The outreach team supports folks living outside, people at risk of eviction, women fleeing violence and those that are under housed, like couch surfing or in an overcrowding situation. The team will also work with people to keep their tenancy, being proactive about any concerns that might pop up. Prevention is a big part of the work on the outreach team, we are often referring people to our shelter and shelters in other municipalities.

We have supported people get to medical appointments, which has often been a key component of our clients getting the care they deserve.

Over the past fiscal year outreach have received 348 referrals. The team has helped these individuals to secure appropriate housing, to apply for assistance and benefits to better afford rent and problem solved many

different situations that may lead to tenancy breakdown. The team placed 52 of these individuals into new housing units, including shared housing with the assistance of our property and tenancy coordinator.

Back in March 2020 the team pivoted like most of our programs to provide Covid support to folks living outside, we were often the first ones providing folks education and resources regarding Covid. With the opening of our Isolation Centre in April 2020 the Outreach team were often the ones to identify vulnerable people sleeping outside and liaise with the relevant parties to bring them to the Isolation Centre or shelter.

Then in January 2021 when our Emergency Response Centre opened, the outreach team supported 40 individuals get to the building safely with everything they needed.

The outreach team works closely with City Parks staff to identify and respond to camps in Burnaby. We provide access to basic needs such as food, harm reduction, and can link folks in with our nurse.

The outreach team works closely with BC Housing through coordinated access to fill vacancies in Supportive Housing buildings.

ISOLATION CENTER

As a response to the COVID 19 Pandemic, Progressive Housing partnered with BC Housing to open a 57 bed COVID Isolations Centre and Shelter. The goal of the Isolation Centre was to provide those experiencing homelessness to properly isolate for COVID while being able to engage with staff regarding housing, harm reduction, mental health, substance use, and health services.

We began in March of 2020 with 57 beds then shrunk down to 28 beds after the Sperling Emergency Response Centre was completed to house and stabilize suitable future residents of the TMH, Norland 2, set to be completed later this year. The Shelter beds allowed us to safely keep the number of beds we originally had at the Douglas Street Shelter, so no resident had to be displaced.

To best serve our guests, we have the following support services available regularly; Outreach workers, a Nurse Practitioner, daily Pharmacist, Mental Health and Addictions Clinician,

SUSAT, Social Worker, Indigenous Elder Services, ACT Team, FNHA, and Home Health.

The Isolation Centre has two classifications of beds, COVID isolation beds, for those positive or awaiting test results and Shelter beds, for those unhoused needing shelter and the ability to socially distance. We provide individually packaged breakfast and dinner which are dropped off at guests' doors at the same time each day and snacks are offered through our Progressive Housing Hotel Office, 24 hours a day.

Since opening in March of 2020, we have temporarily sheltered 140 guests, which has led to permanent housing for 16 individuals at Sperling ERC set for Norland 2, ten in subsidized or supportive housing, and assisted 5 others with long term and short-term treatment programs. We continue to engage with many of our clients after housing to ensure a smooth transition and address their needs.

JUBILEE TEMPORARY WINTER SHELTER

The City of Burnaby and BC Housing approached Progressive Housing Society, at the beginning of 2021, to address the needs of homelessness in the cold winter months. We found a space located at The Jubilee Church at 7551 Grey Ave and the Jubilee Winter Shelter was born, where we served 84 individuals from February 5, 2021, to April 1, 2021.

Taking into consideration, COVID restrictions, we were able to safely provide 25 beds with a separate women's area. The Shelter opened every night at 6 PM and closed at 8 AM. A hot meal was provided in the evening and snacks throughout the night. In the morning a bagged lunch was provided to each guest and different breakfast options were available.

The Jubilee Winter Shelter provided multiple services on a set schedule including, Outreach, Nurse Practitioner, Social Worker, Mental Health and Addictions Clinician, and Laundry Services. In keeping with our Harm Reduction practices, an Overdose Prevention Site was created for active drug users with staff monitoring for necessary OD response.

Over the 55 days the Jubilee Shelter was open, we permanently housed one client into a market rental and placed 5 others in 24-hour long-term shelters. We were also able to make lasting connections with guests and are still able to connect with them through Outreach and South Side.



OVERCOMING A PANDEMIC

The unprecedented COVID-19 Pandemic brought many challenges to the table this past year. However, with the directions of Fraser Health, we were able to adapt our services to fit the needs of our clients.

Here's what we did:



Opened the Isolation Center for clients who don't have access to a safe place to isolate.



Kept our programs open to support our clients with adapted measures. Programs included Norland Place Supportive Housing, Emergency Shelter, Outreach services, and Mental Health Programs.



Increased our cleaning measures within all facilities, administered essential PPE, and introduced sanitizing stations.



THANK YOU!

**Thank you to our partners, staff,
volunteers, donors, and clients for
40 years of service!**