



PROGRESSIVE
HOUSING SOCIETY

2022-2023 Annual Report





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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 and New Westminister communities. 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 transition 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.

Isolation Center

Progressive Housing partnered with BC Housing to open a 60 bed COVID-19 Isolation Centre and Shelter. The Isolation Centre provides those experiencing homelessness a safe place to properly isolate for COVID-19 while being able to engage with staff regarding housing, harm reduction, mental health, substance use, and health services.

Emergency Response Center (ERC)

In response to the COVID-19 pandemic, BC Housing partnered with BC Housing and PHS to open a temporary Emergency Response Centre to help support clients in the community during the global crisis. The current residents are long-time residents of Burnaby.

Tricity Winter Shelter

Progressive Housing partnered with BC Housing, Tri-Cities Homelessness and Housing Task Group, the City of Port Moody, the City of Port Coquitlam, Hope for Freedom and Phoenix Society to open a 16-bed emergency winter shelter. The Winter Shelter provided also provided outreach and medical services as well as a hot meal and snacks.

Year in Review



June 2021

We starting clearing and broke ground at the location of our new supportive housing project



December 2021

Our Homeless Hub opened its doors for the first time

April 2021

We closed our Temporary Winter Shelter program

October 2021

We opened our new Fraserton Office





March 2022

We hosted a special
Indigenous drum-making work-
shop

January 2022

Our Tri-Cities Winter
Shelter opened



February 2022

Clients & staff joined the
walk for the Coldest Night
of the Year

Mental Health
Christmas Party 2021

We hosted our annual Christmas
party for our SIL/CLS programs



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..



JAMES CASPERSEN, Vice President

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.



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). nity consultations and workshops, leading strategic planning sessions, and delivering co-op and non-profit housing orientation and training sessions.



AMADOR ASTUDILLO, Treasurer

Amador is currently a Management Consul- tant. He holds professional designations in Accounting (CPA, CMA) and project man- agement (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.



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.



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.



GARTH EVANS -Director

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



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.



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.



CLAYTEN 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.

Executive Message

This past year, Progressive Housing Society, like so many others, has had to reposition some of its initiatives considering the ever-changing panorama of COVID-19. Despite our challenges, we can report that we have been successful in completing some projects and initiating others in 2021-2022. As a result of our 40th Anniversary Event being discontinued due to ongoing COVID-19 complications, the Board of Directors agreed to pivot away from a single event to a campaign to raise awareness and funds. The planning of a major campaign effort takes and time, connections and a good deal of strategic planning. This work is currently underway.

This past year has brought more stability to our human resources with our diverse employee base stronger than ever. We wish to express our sincerest thanks to an incredible group of committed and simply amazing staff. Your patience, resilience, and absolute resolve to battle through these times to support those most vulnerable has been inspiring.

To continue to support and ensure that we maintain a healthy and well-balanced workforce, our operations and leadership team has placed a high priority this past year on improving our Health and Safety programs and developing new operational guidelines for each of our sites, as well as creating new individual emergency plans Society wide.

Within the last year, we also purchased and moved into some new and much needed office space to house our administrative teams. This has allowed us the opportunity to expand our programs and services at our 6th street location as well as partnerships in new communities.

We forged new partnerships with Tri-cities Homelessness and Housing Task Group, the City of Port Moody and the City of Port Coquitlam, Hope for Freedom Society and Phoenix Society. We successfully opened our first Winter Shelter in January of 2022 and we are planning for continued operations, including expansion of new Outreach support for the Tri-Cities community.

We continue to not only keep our front doors open to all but strive to enhance our services so that our programs will be even more accessible, more client-centred and more inclusive than ever. Our advocacy and social justice work is needed now more than ever within our community. Issues of poverty, homelessness, complex health needs and substance use are ongoing and an everyday reality for so many individuals. Promoting awareness and education is key to the work at PHS.

While we have seen some profound and heartbreaking loss from the overdose crisis across every program, we have also been privileged to witness some great moments of resilience and individual success. In such challenging environmental, economic and stressful times, we see optimism and hope and potential. While the world is still very much under the COVID-19 fog, we are slowly finding new paths to win the battle and continue to move forward.

Although we have been on quite a marathon these past couple of years, now is not the time to become complacent. Our health and housing programs need more. We may be moving away from the COVID-19 crisis, but our community is still seeing desperation in housing losses, homelessness and mental health challenges and little change in our Overdose crisis.

Incredible partnerships with our non-profit and community neighbours, our government stakeholders and business leaders have paved the way for more programs, more opportunities and better care to those we serve.

Our funders have been absolutely focused on client care and supporting their non-profit partners. This has been truly appreciated and certainly well-utilized. However, the challenges continue to grow and our complex and diverse needs of so many vulnerable individuals require more flexible services and more options for support and care. COVID-19 and the opioid crisis have compounded the demand for shelter, health care and the basic necessities of life. PHS has been able to respond in a way that has made a positive difference in the lives of those most in need.

PHS's growth has been significant, and we have been fortunate to have the incredible support of the City of Burnaby, Fraser Health Authority, BC Housing, the provincial and federal governments and the collaboration of our community partners. We express our sincere appreciation to all.

Tracy's Story

My name is Tracy, I was a client of progressive housing for about 15 years.

Over the years this society has helped me with support for my mental illness (IE: having a person to talk to and calmed me down when I was anxious). They have helped me with grocery shopping, they have picked me up after medical appointments. They have helped me by moving such as packing and labelling of boxes, also providing transport for the move.

They have also helped me getting rid of rodents in my apartment when I couldn't handle the situation, it was a very stressful time and without there help I don't know what I would have done. They supplied me with tools for my apartment such as vacuum and microwave, they have given me tips on keeping my apartment tidy and clean which has helped me manage my place.

When I was in the hospital, Andi came to pick me up and drive me home to get some things that I needed in the hospital, she was there when my family wasn't able to help. Andi has always been there when I have needed her she is a very devoted worker and I think she really does care about her clients.

Program Reports

Emergency Shelter

This year the shelter entered its third year of operating. We began the year by continuing to operate at a lower capacity in order to provide social distancing and adhere to COVID-19 restrictions. The Shelter continued to operate at 24 beds until December 2021 when we increased back to full capacity in conjunction with BC Housing, to respond to severe weather and provide more beds to those sleeping outside. This happened very quickly and the team and guests worked hard to ensure that 16 beds were back in place within a few days.

We have provided beds to a total of 420 guests throughout the year, with an average of 35 per month. We also have turned away an average of 56 people per month.

Our primary care team have been working at the shelter weekly, this has been a major success for our clients. Guests at the shelter are able to access safe supply, OAT and have other health issues addressed. We have also had the addition of a dedication shelter outreach worker, this has assisted the primary health care team in getting our clients to those important appointments and ensure follow up is made.

The emergency shelter has benefited from partnerships with Fraser Health, including the IHART team, the ACT team and the newly developed overdose response team. It is with these additional supports our clients can receive the support they need.

Norland Place Supportive Housing

2021 has been a challenging year for Norland. The pandemic continues to limit many essential services and puts a halt on our community development. The program is fortunate not to have any confirmed cases of COVID-19, but the environment under pandemic has greatly impacted the well-being of our clients.

Over this year, three of our clients needed to be discharged from the program, three clients were hospitalized and transferred to long-term care facility, and heartbreakingly, two clients passed away.

There was also a fire occurred at Norland in 2021, which has greatly damaged one suite, and Norland had to go through months-long repair and restoration for the damages caused by the flooding after the fire.

The pandemic has affected everyone, and our clients have been particularly impacted due to social isolation and not able to access services. This, has again, demonstrated how vulnerable our clients are, and the support and care they need beyond what our current health system provides.

Beginning 2022, as we slowly put COVID-19 behind us, Norland started focusing on community program development and bringing back services that were provided pre-pandemic.

We have become more involved with our partners at Fraser Health including the ACT (Assertive Community Treatment) team, Home Health, and we have established regular consultation meetings with the Community Integrated Team.

We have also implemented several community programs such as monthly recovery group meetings, bi-weekly wellness group, community volunteer program, crochet group, and financial literacy program. Norland is currently re-organizing to create space where staff and client can have a private place to meet regularly to discuss about support and growth, and we are also in the process of implementing an employment support group.

Despite the challenges Norland has faced, over 80% of our clients have either completed the program or successfully maintained their housing after 24 months. It is our hope that Norland is not just a place where our clients live, but a place where clients will be supported to grow.

10%

**Completed
Program**

90%

**Still Housed
after 12 months**

81%

**Still Housed
after 24 months**

Emergency Response Center

In keeping with the evolving pandemic, the Emergency Response Centre (ERC) transitioned to a housing focus model and no longer holds isolation beds. Currently all 40 rooms are occupied, with the vast majority of clients having been in the program since its inception in February 2021. The building has served as a helpful steppingstone for client's housing journeys as they navigate independent living. Over the past year, 10 ERC clients have transitioned to supportive or community housing, 5 have been discharged and sadly 3 have passed away.

As is typical of all new developments there have been delays on our second modular housing building for nearly a year. This has been incredibly challenging for ERC clients, as the site by its design and function is temporary. Coupled with a lack of outside resources and activities for clients due to COVID-19, many experience increased isolation which has led to conflict with other residents in the building.

In an attempt to address these concerns, we have introduced groups and activities such as art, movies and cooking, in addition to outings with our outreach worker for different events. Our location at Burnaby Lakes allows clients to utilise the walking trails and community recreational centres nearby. Many have taken to gardening and other creative pursuits that bring them outdoors. Over the past couple months, we have started to see both the return and introduction of enhanced supports for clients with the lightening of COVID-19 restrictions.

The ERC continues to maintain strong partnerships with Fraser Health, including their ACT Team, IHART, recreational therapists and home health workers. The Burnaby Primary Care Network funded another Nurse Practitioner for the site, resulting in clinicians on site 2 days a week. These additions, with the support of our outreach worker to coordinate and assist them to appointments, have encouraged significant gains for client's overall health and wellbeing.

Clients continue to demonstrate resiliency, strength and community in challenging circumstances. We are looking forward to this next year and transitioning clients into their homes in the new modular.

Burnaby Housing and Outreach Hub

The Burnaby Housing and Outreach Hub has been restructured to allow for a physical drop-down space at 7836 6th Street, Burnaby. With the restructure of the BHOH, clients can come to the 6th street Hub during business hours, Monday to Friday from 9am – 5pm and access a variety of supportive programming.

Services offered on site include in-house staff and volunteers to support housing and navigation services, outreach workers, food programming, laundry and shower programming including clothing and food donations, life skills activities and on-site medical support through the Prime Care Clinic.

The Hub serves as a “one-stop shop” resource centre in where clients can meet their basic needs which includes clothing and food donations, housing support and pertinent programming. A significant feature of the BHOH includes the addition of peer support training in where curriculum was adapted from the BC Provincial Peer Curriculum by Progressive Housing Society to incorporate Society culture and values. The Peer Support Worker training includes 2 months of on-site theory and culminates in a 40-hour practicum at Progressive Housing Society locations which allows trainees to integrate theory into practice. Program participants receive a certificate of completion upon finishing the practicum and are provided with post-program support for one month which includes job readiness, resume building and mock-interview support.

In addition to follow up support, Peer Support Workers receive an honorarium for any contributions made directly towards the Society. Recently, Progressive Housing Society has had the opportunity to partner more closely with the Ministry of Social Development and Poverty Reduction as well as Fraser Health Authority to embed support services directly into the Hub. Services complementing the Hub include a dedicated Community Integration Specialist from the MSDPR on site one half-day per week, and Fraser Health's iHART (Integrated Homelessness Action Response Team) operating out of the Hub to provide more seamless access to clinical mental health and substance use services to sheltered and unsheltered clients within the Burnaby area. The Hub also maintains close partnerships with local organizations to triage referrals and provide additional support services based on individual client needs.

The Hub has seen significant success providing services to vulnerable clients within the Burnaby area. The Hub opened on December 07, 2021 as a result of declared extreme weather alert with freezing temperatures. From December 07 2021 to May 31, 2022, the Hub has provided a total of 1553 services which range from outreach referrals for housing support, to food programming, medical care, laundry & shower services and dedicated indigenous support.

Isolation Center

On March 31st, 2022, the Isolation Centre (IC) finished its operations after two years of offering a culturally safe place to properly isolate individuals experiencing homelessness. Staff supported clients' well-being and provided housing, harm reduction, substance use, and health services.

In 2022, the centre offered 28 beds, warm meals, snacks, bus and taxi vouchers, and laundry services. Clients were encouraged to follow COVID-19 protocols and house rules, which in some cases proved to be challenging and required the expertise and knowledge of staff to explore and navigate alternatives that facilitate and support their efforts to comply.

In addition to 24-hour staff, Outreach workers, a Nurse Practitioner, a pharmacist, and Mental Health and Addictions Clinicians supported clients' needs and concerns. The Isolation Centre established meaningful collaborative relationships with SUSAT, Social Workers, Indigenous Elder Services, ACT Teams, FNHA, and Home Health.

During its operation, The Isolation Centre offered beds for clients with COVID-19 positive or awaiting test results and Shelter beds for clients needing shelter. In the last months, COVID-19-related cases reduced significantly, and additional beds were offered to those in need of a temporal place to live.

Previously to closing, IC staff worked together with BC housing to provide a place to live to the Isolation Centre clients remaining in the shelter beds. Several clients found a permanent home, and some others remained connected to PHS and kept receiving support and assistance. PHS and its community allies continue to support the IC clients in their journeys.

Tri-Cities Winter Shelter

The 2022 Tricities Winter Shelter opened on January 14th and closed on April 1st, 2022. The Shelter was funded by BC Housing, supported by the Tricities Homelessness and Housing Task Group and other local agencies and organizations, and operated by the Progressive Housing Society. The Shelter's locations changed every month and were assigned as follows, Eagle Ridge Bible Fellowship Church in January, Coquitlam Alliance Church in February, and Calvary Baptist Church in March.

Following COVID-19 protocols, the Shelter reported 946 visits between January 14th and March 31st. Many nights, the Shelter reached maximum capacity with the community needs being greater than what was available. The Shelter opened every night at 9 pm and closed at 8 am. Clients were expected to leave at 7 am.

Shelter staff provided transportation from and to assigned pick-up and drop-off locations. A hot meal was provided in the evening and snacks throughout the night. Clients received breakfast and a bagged lunch prepared by volunteers in the morning.

The 2022 Tricities Winter Shelter staff supported clients needing assistance, provided outreach and medical services, and connected them to local agencies. Finding a balance between supporting clients following PHS values and enforcing churches' requirements was challenging. However, the Winter shelter staff managed to offer a dignifying service to clients and, at the same time, encourage them to comply with the house rules.

The Winter Shelter operations and positive outcomes were possible thanks to the generosity and support from the community. Clients benefit from the commitment and efforts of local organizations, agencies, and governments. PHS, honoured to be part of the Tricities winter shelter program, will continue to promote continuous cooperation and understanding among participants to enhance winter shelter clients' future experiences and wellbeing.

Housing Support Services

Our Housing Support Services (HSS) team continued to support people living throughout Burnaby this year. With rental subsidies and ongoing personal support, our team assisted people to maintain housing and achieve personal goals within the constraints of a pandemic and an exceptionally difficult housing market.

One exciting addition this year was that of Cliff house; a 10 unit residence that had been tenanted and supported by Progressive's Outreach team. HSS took over the support this year, and has continued to assist this amazing group of people, many of whom had spent years homeless before finding the welcoming and support of a program like this.

Our workers supported people through serious medical issues, relational and emotional challenges, and food security, among many other things. The largest challenge remains housing, and it is only becoming more difficult. We still have many people in our program who are precariously housed or in a situation that is not good for them (lack of privacy, conflict with roommates, landlord neglecting repairs, etc.) but cannot move because of the lack of appropriate housing options. Housing affordability in Burnaby is our biggest issue, and it only seems to be getting worse.

Despite these challenges, one of our biggest successes this year was rehousing twelve clients who were living in a building that was slated for demolition. We were able to successfully rehouse them by collaborating across departments and with partner agencies. This type of cooperation and creative problem-solving is essential to the work we do, and one of the reasons why we're able to see amazing successes with our clients

Mental Health Programs

Our Supported Independent Living (SIL) and Community Living Support (CLS) programs provided support to over 120 participants this year. The pandemic continued to create challenges for our participants, both in terms of connecting with our workers and in combatting social isolation. Social integration can be difficult for our participants at the best of times, but with programs being shutdown or moved online it became very difficult for our participants to remain engaged in meaningful daily activities.

We were able to create some opportunities for engagement though. The opening of the Hub at our 6th street office was very welcome in this regard, as several participants came to drop in or to participate in the programs. We were also very excited to recommence our annual Christmas party in December with a guest appearance of our Mayor, Honorable Mike Hurley. Dozens of people came out to share a meal, and quality time together. This was a highlight for many.

Housing continues to be an extremely difficult challenge, as the rent freezes expired and even with our subsidies, affordability is a great challenge for many here in Burnaby. We combatted this in many creative ways, and several participants were accepted into long-term affordable housing this year, such as seniors living, subsidized housing through BC Housing, or other non-profit affordable housing programs. Our relationships with these providers has been key in finding long-term sustainable solutions to many of our people who live on a fixed income.

As in years past, we continue to find inspiration in the people we work with. The barriers they face with regards to mental health, stigma, food security, and more are great, but the resolve and resilience we see every day is just as great. We are honored to share this work with so many people who have overcome so much, and daily strive to live their best possible lives.

All of our staff and our Board of Directors would like to acknowledge the loss of so many wonderful, creative, and exceptional individuals who allowed Progressive Housing Society the privilege of working with them and being a part of their lives.



A high-angle photograph of a cityscape at sunset. The sun is a bright, glowing orb in the center of the sky, casting a warm orange and yellow light over the scene. The city below is silhouetted against the bright sky, with various buildings and structures visible. In the background, a body of water and distant mountains are visible. A teal banner is positioned at the bottom of the image, containing white text.

Thank You

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

