



**PROGRESSIVE
HOUSING SOCIETY**

ANNUAL REPORT

2023 - 2024



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OUR MISSION



WE STRIVE TO **EMPOWER INDIVIDUALS** TO
BE ENGAGED WITH THE
COMMUNITY TO **ACHIEVE PERSONAL
INDEPENDENCE** BY PROVIDING
ACCESS TO RESOURCES AND LIFE SKILLS.



BURNABY, BC

OUR PROGRAMS



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 to helping people meet their needs and find long-term housing.

Norland Place Supportive Housing

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 available 24/7 to provide support and guidance, working with each individual in a person-centered approach to support them in the goals which matter to them most.

Burnaby Housing & Outreach Hub (BHOH)

This program provides direct, on-site support for individuals facing homelessness in the Burnaby and New Westminster 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.

Peer Programs

This unique program offers a 10-week training to clients to become a Peer Support Worker. Taking place at the Outreach Hub, the training is followed by a 40-hour on-site practicum and is a great entry-level position to regular employment. Upon completion, PSWs can pick up shifts at any of our sites, supporting several of our programs.

Supported 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.

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.

Tri-Cities Winter Shelter

Progressive Housing partnered with Tri-Cities Homelessness and Housing Task Group, the City of Port Moody, the City of Port Coquitlam, Hope for Freedom, and Phoenix Society and four local faith-based organizations to open a 20-bed winter shelter. The Winter Shelter provided outreach and medical services as well as a hot meal and snacks. Our funding partner was BC Housing.

Emergency Response Centre (ERC)

In 2021, PHS opened a 43 bed Emergency response centre in response to the COVID 19 pandemic. The ERC was a remarkable partnership between BC Housing who funded the operations, and the City of Burnaby who provided the land. PHS has continued to operate the ERC since its opening while awaiting the completion of Burnaby's new Supported Housing building. The current occupants are long-time residents of Burnaby. The ERC will close in 2023.

BOARD OF DIRECTORS



Marsha Goldford - President

A Chartered Professional in Human Resources with 15+ years in management of non-profit housing and residential tenancy programs and over 17 years as a senior level HR and training practitioner. She is the founder and CEO of The Wisdom Group, a consortium of independent consultants providing expertise and support in administration to non-profits and small businesses.



Jaye Treit - Executive Director

Jaye comes to Progressive Housing Society with 30 years of experience in health, education and social service sectors and has significant experience in community-based programming.



James Caspersen - Director

Beginning his work in the homelessness and housing sector in BC as an extension of his education and early career in public health. He worked with the BC Ministry of Health to design and implement a hospital inpatient survey across BC, learning the value of meaningful community engagement. Much of his recent career uses these values, including his work with Progressive Housing Society since 2016.



Amador Astudillo - Treasurer

Currently a Management Consultant, Amador holds professional designations in Accounting and Project Management. He has worked for a variety of organizations, observing the problem of homelessness in the community, hoping to gain a better understanding of and eventually help meet, the challenge of helping those who struggle with securing their basic needs.



Eugene Tseng - Director

Eugene comes from the public sector, having 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.



Kim Darcey - Director

A business consultant specializing in Canadian Immigration, Recruitment and Business Development, Kim has volunteered in a number of roles. She has an MSc and MBA in International Business and Management. Her early career involved supporting international businesses and families from around the world. She is the founder, partner and trainer at her personal training and fitness business.



Tina Larouche - Director

Tina is Cree from the Peter Ballantyne Indian Band in Northern Saskatchewan. With extensive experience working in both the real estate industry and Indigenous non-profit organizations throughout BC, Tina has served on numerous local, provincial, and national committees and boards. She is excited for the opportunity to further strengthen her commitment to our Indigenous and Non-Indigenous communities.



Esprit Chouinard - Director

Esprit Chouinard is an entrepreneur and retail business owner in BC. Since 2014, Esprit has focused on providing a range of development services including asset and feasibility analysis, as well as needs studies for various retail and housing projects around the Lower Mainland and Interior of BC. He has been involved with Progressive Housing Society since 2018.



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.



Clayton Ranger - Director

A graduate from Emily Carr School of Art + Design with Honours in Painting. He has recorded an album of his original material and worked in community & professional theater while earning money as an actor in commercials, background television, and professional stage work. His curiosity and creative appetite have always played a significant role in his life regardless of personal profit.

YEAR IN REVIEW



Mental Health Walk
May 5, 2022

TriCities Winter Shelter Opens
October 1, 2022



**Progressive
Housing Society
Annual General
Meeting**
October 19, 2022

Mental Health Summer BBQ
August 17, 2022

**Mental Health Client
Christmas Party
December 7, 2022**

**TriCities Winter
Shelter Closes
March 31, 2023**



**Emergency Response
Centre BBQ
March 14, 2023**

**Holly House
Redevelopment
Begins!
March 31, 2023**

Executive Director Report



I am pleased to present the Executive Director's Report for the 41st Annual General Meeting (2023). This year has been marked by significant accomplishments and milestones as we focused on stabilizing our organization, setting clear organizational priorities for the future, and advancing our strategic planning for future growth.

Following on the recent years of numerous challenges, including the COVID 19 pandemic and our rapid growth and expansion, our organization has demonstrated resilience and adaptability. Despite the uncertainty of the global landscape, we successfully stabilized our operations through rigorous financial management, optimized resource allocation, and an unwavering commitment to our mission.

During this past year, we reviewed and adjusted our financial policies to ensure that they are in alignment with our present structure and recent growth. We continue to implement robust financial controls to ensure that our resources were allocated efficiently and transparently. By adhering to a prudent budget strategy, we have been able to weather economic uncertainties and higher costs of living and maintain fiscal stability. Despite the loss of recent temporary funds received in prior years from COVID 19 support, we streamlined our internal processes and programs to enhance operational efficiency. This allowed us to continue to work within our budget scope and maintain the high quality of services we have been providing to our clients. We also have been actively engaged with our stakeholders in our funding contracts and have had successful conversations with them regarding our current and future state as a growing organization. There has been commitment and demonstrated recognition from our funders that we are a valuable organization providing necessary services to vulnerable and highly complex individuals.

Our organization recognizes that strategic planning is vital to long-term success. Identifying and prioritizing our core objectives was a key focus of the past year. Starting in late 2022, we initiated a comprehensive strategic planning review process and realized quite quickly that much had changed. We conducted an in-depth assessment of our strengths, weaknesses, opportunities, and threats as a first step in charting a clear path forward. We engaged staff and leadership from all programs and departments to gain insight into the challenges, needs and desires of our workforce. We facilitated client driven conversations to genuinely assess our services and programs in the organization. And finally, we met with our key stakeholders to retain valuable and important feedback about our partnerships. Our board of directors are committed to refreshing our strategic plan this year to ensure the organization is in the best position to respond to current threats and opportunities as they present over the next 3-5 years. We look forward to communicating this with you in the coming year.

Our program and service delivery continues to evolve and our impact has been felt in Burnaby, New Westminster and through to our new partners in Tri-Cities. We have some of the most dedicated, thoughtful and diverse workforce across our sector and continue to draw on the strengths and experiences of our staffing complement. The work that happens every day, and in some programs, 24 hours a day, is quite exceptional. The community and our stakeholders deeply appreciate the work we do which is because of the amazing group of individuals at Progressive Housing Society. It is not an easy job.

Jaye Treit
Executive Director
Progressive Housing Society

Board President Report



It gives me great pleasure to report on the successes of Progressive Housing Society in the past year. Over my extended term as President, I have watched this organization almost triple in size and augment its impact in immeasurable ways. There are many accomplishments worth noting but I will name a few that stand out:

Staff Recruitment & Retention – At a time when non-profits have been struggling to attract and retain qualified, committed employees, PHS with our Executive Director in the lead, took creative means to source and secure exceptional talent who have brought fresh ideas and energy to the team. At the same time, the Society has recognized the significant value of our longer term employees and in so doing, has earned their continuing dedication to the organization and the people they serve. As an HR professional, I can personally attest to the challenges groups are facing but PHS has risen above and beyond.

Partnerships – The tireless efforts of PHS leadership to engage and work with our community partners in a positive and productive way is truly an extraordinary strength of this organization. PHS does not make a move without consideration of the impact it will have on other agencies and institutions and the people we all support. PHS leadership is well-regarded and especially in recent years, has earned the respect and ‘ear’ of our government partners and funding agencies.

Financial Well-being – The capacity of our organization to offer true value to the community rests on our ability to attract and thoughtfully spend financial resources. The PHS board recognizes and strongly values the contribution and competency of management in this regard. We have enjoyed solid leadership both inside the organization and on the board as well.

Leadership – I cannot say enough about the Society’s leadership team and individuals on the board who have provided steady support and expertise to mitigate risk and lead to wise decision-making with positive outcomes. This applies to investment in capital (re)development, legal and financial decisions and most important, the day-to-day activities of our operations management and staff who are the front-line, the meat and potatoes of the work we do.

A few months ago, I had the opportunity to tour some of our sites. I was so impressed with our staff; the joyfulness and sense of fulfillment was palpable. Same applies to the clients who cleaned up the shelter in anticipation of our visit, and the Norland residents, whose direct involvement in making their living space a home within a community was evident in the gardens, facility use and resident interaction.

There are many other factors that make PHS a very important and special entity.

As for the board itself, we formally transitioned from remote meetings to hybrid – giving us the ability to host board members in-person at the office and accommodate those with limited time and/or accessibility who wish to join us online.

This year we brought new blood and encouraged veteran blood to return to the PHS board. We have enlisted a voice for our Indigenous populace (Tina), an expert in immigration and workplace health & safety (Kim) and re-engaged our legal authority on non-profit development (Garth). Sadly, we say good-bye to our key finance expert (Amador) who has provided wise counsel for the last several years.

I am so proud to be associated with this organization and will continue to volunteer my time and energy to the goals it sets for itself. The challenges will continue. I am confident that PHS will thrive and in so doing, help others to overcome the struggles they face to be able to lead productive and independent lives within society.

Marsha Goldford
President of the Board
Progressive Housing Society.

PROGRAM REPORTS



EMERGENCY SHELTER

In its 4th year of operations, the Douglas Rd Shelter saw the departure of Danielle O'Sullivan, who managed the shelter since 2021, and the entrance of Andrew "Motty" Motteram as our new Emergency Shelter Manager.

We have been running at total capacity since September 2022, and over-capacity since February of 2023. This increased demand was caused by people being displaced from the Vancouver City area due to the street sweeps conducted in the DTES, as well as the closure of the Tri-Cities Emergency Winter Shelter.

This year has also seen an increase in elderly clients, changing the basic demographics requiring our services, as well as the need for primary health care. Our Primary Care Team has

integrated weekly patient case management and planning between medical and shelter staff. Our new Shelter Outreach worker provides more comprehensive primary medical care to reflect the needs of each client. We review approximately 15 individual client cases a week, while still providing access to safe supply.

We have also had fruitful discussions regarding our collaborations with Fraser Health and Burnaby Hospital. Hospital discharge planning, and hospital to shelter referral systems, have been reviewed and streamlined. Communication with the hospital's Emergency Department has resulted in better admittance and discharge of shelter clients to hospital services, and much better health outcomes for those we service.

519 CLIENTS

342 TURNAWAYS

NORLAND PLACE SUPPORTIVE HOUSING

Norland Place put a large focus on community building and reconnecting our clients with service providers throughout 2022. However, there is still a large gap between the services our clients can access and the services that they need.

The pandemic might be behind us, but its impact lingers. Social isolation, limited access to services, and the halt on community programs have taken a toll on our clients. Over this year, seven of our clients needed to be discharged from the program, with most of these discharges being due to untreated mental health issues.

An ongoing challenge for Norland is providing support to clients who require much higher levels of care than just supportive housing. These clients often require assistance in daily living but are not qualified for assisted living or long-term care. Fortunately, our in-house medical team and on-site staff went above

and beyond with assistance from Burnaby Home Health and community support from other clients, these clients were able to continue to be housed at Norland.

Amidst some challenges, Norland has also had several highlights. The client who was waitlisted for a double lung transplant has undergone the operation and made a full recovery. Another client has completed our program and moved to independent living. Norland's community dining area has officially reopened as well, allowing residents to enjoy their dinner in the community area.

We put greater emphasis on community partnerships this year, regularly meeting with Fraser Health Primary Care about client care and hospital discharge plans. We also partnered up with a counsellor to provide weekly sessions to clients who require the service.

85%

TWO-YEAR RETENTION

77%

RETENTION, SINCE OPENING

BURNABY HOUSING & OUTREACH HUB

The Burnaby Housing & Outreach Hub (BHOH) saw extensive growth over the last year. New services were added by reimagining the space was to expand our programming spaces everyone we serve. The first office was turned into a donation room - The Stuff Store - where clients have access to free clothing and hygiene supplies. Another office became a computer lab that facilitates job and housing searches, social networking, and skill training.

Peer Support training continued with 3 classes graduating. On any given day one of our grads can be found putting together breakfast, running an art program, or completing an intake referral for a new client. They have become an integral part of the program and culture of the Hub.

In the fall and winter the numbers greatly increased at the Hub. The expanded services combined with the winter conditions meant that more people required a safe and warm space to do laundry, take a

shower, check emails, meet with a worker, or just rest for a bit.

To manage some of these needs, the program expanded to seven days a week to support these folks. Many folks relied on the Hub as their one safe space during the day.

We had some new additions to the team this year, including an Indigenous Support Worker who provides culturally accessible support to Indigenous clients, an Access, Prevention, and Diversion Worker to step in when people are facing eviction or looking to access shelters, and two new Outreach Workers who support the Winter Shelter and people throughout the Tri-Cities.

Whether an Outreach worker responds to someone sleeping outside in the rain, or a Housing Support Worker helps someone overcome barriers and keep their housing - our team is doing amazing work across Burnaby, and beyond.

OVER **6,500** TOTAL SERVICES PROVIDED

PEER PROGRAMS

PHS introduced its first Peer Support Worker Program (PSW) alongside the opening of the Hub in 2021. This unique program offers a 10-week training to clients to become a Peer Support Worker. The training is followed by a 40-hour practicum on site and is a great entry level position to regular employment. After completion, PSWs can pick up peer shifts at our sites.

Tasks range from working the Hub front desk in order to welcome visitors and complete referrals, to running breakfast/ lunch programs while hosting afternoon art and connection programs. We currently have 10 active PSWs from three rounds of training that help with running Hub services daily. The next training is scheduled to start in the beginning of June 2023, and we are accepting applications.

Last year, we were able to add the Peer Volunteer Program to our portfolio. This new program offers short term peer shift opportunities for clients to get involved with their community and is suitable for anyone that is unable to commit to a long period of training. These low barrier peer shifts allow clients to pick up tasks the day of and don't require any training. Shifts are available at all our programs.

Since October last year, we have established a food program at our Shelter, where we organize incoming donations and redistribute them to all sites. Community clean-up programs were set up at Shelter, ERC and Hub and we have started a small gardening project at our Norland Modular Housing Site.

24 ACTIVE PEERS
& COUNTING

EMERGENCY RESPONSE CENTRE

Since opening in February 2021, the Emergency Response Centre (ERC) has continued to support people experiencing homelessness, mental health and substance use disorders.

Completing a second year in a conceived temporary housing solution has been challenging for the ERC clients. Over the past year, we discharged 2 clients, and transitioned 2 more to supportive housing. Sadly, 1 client passed away.

Despite clients' tireless efforts and courageous spirits - environmental conditions and service constraints have deepened some of their biopsychosocial limitations and diminished their ability to participate actively in the community. PHS staff's commitment and dedication have guaranteed residents' well-being, and community allies, such as IHART, have been able to navigate the system and provide alternatives to satisfy residents' needs.

Many other Burnaby residents experiencing homelessness approached the ERC looking for shelter during severe weather conditions. Although we could not offer shelter to all those in need due to our limitations, the ERC still provided a temporary warm place during the day/night hours to some of them, while helping them find shelter in other localities. This proved challenging for PHS staff, who had to support 40 ERC clients and assist those outside the fenced facility.

Despite limitations and challenges, ERC clients were determined to complete the program and transition to their new homes. Our PHS team and community allies remained present and available to promote clients' wellbeing. ERC clients and staff continue to look forward to moving into the new housing facility and starting a journey full of new opportunities and changes.

2023

MOVE-IN DATE FOR LEDGER PLACE

TRI-CITIES TEMPORARY WINTER SHELTER

The Tri-Cities Winter Shelter opened its doors on October 1st, 2022, and closed on April 1st, 2023. Changing locations monthly, the shelter functioned thanks to the generous program participation of Trinity United Church, Saint Laurence Anglican Church, Calvary Baptist Church, and Coquitlam Alliance Church. Funded by BC Housing, supported by the Tri-Cities Homelessness and Housing Task Group, IHART and other local agencies, while being operated by PHS.

The shelter was open every night from 9pm- 8am. Clients were transported to and from 3 designated locations around the Tri-cities area. They would be offered a hot dinner, breakfast, to-go lunch, and snacks. Saint Laurence Anglican Church and Coquitlam Alliance Church volunteers provided additional support during food preparation and cleaning tasks.

Clients experiencing homelessness reported unattended medical needs, mental health and substance use disorders, domestic violence, and unsafe situations. PHS shelter, outreach and medical staff supported clients searching for a warm place to stay, heard their concerns, and attended to their needs.

Our PHS team worked closely with the Emergency Weather Response team to ensure clients were being cared for during the severe weather conditions.

We also participated in the Tri-Cities homelessness count, providing valuable information to enhance the community's efforts to support people experiencing homelessness. PHS is proud to be a part of the Tri-Cities community and continues to offer outreach services after the shelter closing.

2,000

VISITS OVER 6-MONTH OPERATION

MENTAL HEALTH PROGRAMS

In partnership with Fraser Health's Burnaby Mental Health & Substance Use program, our mental health programs supported many individuals living with persistent mental health challenges. The Supported Independent Living (SIL) and Community Living Support (CLS) teams visited with clients regularly, to support their independence, build skills, maintain housing, and work towards personal goals.

Coming out of the emergency phase of the pandemic, many of our clients struggled with their mental health and with social isolation. In addition to the regular ongoing support, our team was able to partner with other PHS programs and other agencies to help build meaningful community and daily activity.

We had 4 SIL/CLS clients complete the peer support training offered at the 6th Street Hub and are currently receiving honorariums for working regularly at the resource centre.

Their presence has enriched the program, as they are not only capable volunteers, but also people with lived experiences who connect with and support clients in a deep and meaningful way. This type of participation has boosted their confidence and abilities, while also improving the quality of service provided to the broader population of people in need.

The other big development this year was the Holly House redevelopment. After being home to 5 amazing CLS participants for 20 years, the site is now being converted into a new development that will bring 14 new affordable housing units to Burnaby! A new home was needed for our existing people, and thankfully an amazing place was found, and they moved in at the start of March. It was an exciting time both for them, and for our agency, as we work towards providing more housing to people in need.

4

CLIENTS COMPLETED PEER SUPPORT TRAINING

OUR IMPACT



What Our Clients Have to Say

“Progressive Housing Society were the only service who reached out to a part of the district that is usually overlooked – I was impressed by that. They show up consistently and bring brightness and social connections to a place that can be dark. The homeless and people with transient lifestyles have many needs and PHS does the work to tackle them. PHS connected me to healthcare services and told me about financial supports from the Ministry that I was entitled to yet was unaware of. A great service – thank you for all that you do!”

G, Coquitlam



Over 3200 Individuals Supported with Services

94% of people remain successfully housed after 6 months



Over 14,883 Services Provided during this fiscal year



THANK
YOU