

The Lower Mainland Purpose Society Annual Report

April 1, 2017 – March 31, 2018

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MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS 2017 – 2018

Welcome to the 2018 Annual General Meeting of the Lower Mainland Purpose Society for Youth and Families.

On behalf of the Board of Directors I would like to express our appreciation of your dedication in delivering services to those who need it most. Many of the individuals who come to Purpose are experiencing personal and/or societal stress, marginalization and/or alienation in their everyday lives.

Through the delivery of these services, you are all helping to achieve the goals of the Agency, such as enhancing the personal well-being of those who use our services, strengthening family functioning through various programs, and fostering healthy decision-making in a supportive environment.

Not only does the Society continue to provide high quality services by all of you, those services are provided in a safe and respectful environment that values diversity and community.

The Society, as you know, has fostered excellent relations throughout the various communities it serves and again, this is due to your hard work and perseverance in the face of ever-changing mandates. The composition of the Purpose School has changed significantly, however, the school team of teachers and support staff have adapted well and the positive reputation of the school in the community continues to grow. The daycares are at capacity but pose challenges with attracting talented staff, an ongoing concern.

Constant change requires flexibility and patience and we on the Board admire each and every one of you for choosing to work in the non-profit sector, and specifically, for the Purpose Society.

Again, we thank each and every one of you for your time and dedication and to the Purpose Society.

Melanie Walker
President
Lower Mainland Purpose Society

EXECUTIVE DIRECTOR'S MESSAGE

2017 – 2018

The 2017-2018 fiscal year was a year of new beginnings across the agency.

The first new occurrence was in September 2016 with the Purpose Independent School receiving Special Education designation. By June 2017, the school had completed its first school year with this designation. It was a growing and learning year for a new school staff team, who came together well and met the demands of the designation requirements and the varied needs of a new population of students.

Under the auspices of the Stride program, the Society successfully applied to administer a Rent Bank program in New Westminster. The Rent Bank is a program designed to reduce evictions for those dealing with unforeseen circumstances that result in their being unable to pay their rent or utilities. The administration funds for the program are provided by the City of New Westminster and the loan capital is provided by financial contributions from each of the five credit unions in New Westminster. This program launched in June 2017.

After several months of planning which started in early 2017, a new youth outreach initiative was implemented in October 2017. This initiative is funded by the MCFD and is a collaborative partnership between the Purpose Society, St. Leonard's Society and PLEA with the North Fraser MCFD Management group. The program adds 7 new youth workers to the North Fraser area (Burnaby, New Westminster, Tricities and Ridgemeadows). Purpose holds two of these new positions; one youth outreach worker who is attached to the MCFD Youth First office and one youth outreach worker for the New Westminster community. The target youth population for this initiative is youth who are marginalized and disengaged from any community services and/or resources.

As well, in the summer of 2017 we bid a heartfelt farewell to Corina Hedesiu, our accountant of the last eleven years, who made a move across the country to Quebec. We therefore have welcomed a new accountant to the administration team, Don Lin. Don has several years' experience working in the not for profit sector and has been diligently working to get up to speed on the operations of the Society.

With the election of a new provincial government in the spring of 2017, we made a plan to meet with the new Ministers responsible for our service sectors, to promote the Society and share our perspective on issues facing these sectors. Over the fall of 2017 we met with MCFD Minister Katherine Conroy and Mental Health and Addiction Minister Judy Darcy.

Early in 2018, we took action to acquire an additional property, engaging the services of a commercial realtor. The 40 Begbie site is at maximum capacity, and a new location is needed in order to ease the current space challenges and provide room for program expansion and/or new program development.

Unfortunately, the one area that is not new is the labour shortage in the education, social services and child care sectors. We continue to face challenges in hiring and retaining qualified staff. The Management Team and Board of Directors continue to work to increase wages and to find ways to maintain a supportive and beneficial employment environment.

I want to thank all staff for their ongoing commitment to their clients and to the Society, and hope the upcoming year continues to be full of growth and development.

Dawn Embree
Executive Director, Lower Mainland Purpose Society

CHILDCARE PROGRAMS ANNUAL REPORT

April 1, 2017 to March 31, 2018

OVERVIEW

The Lower Mainland Purpose Society provides Child Care Programs to children from birth to 12 years, in a variety of settings, that meet family and community needs. The Society has a total of 7 centers providing 8 programs:

1. Cameron Children's Centre - Burnaby
2. Kitchener School Age Care - Kitchener Elementary, Burnaby
3. Ready Set Grow Children's Centre – New Westminster
4. Rosser Preschool – Rosser Elementary, Burnaby
5. Madison Children's Centre - Burnaby
6. Yukon Crescent Children's Centre/Yukon School Age Program – Burnaby
7. Qayqayt Children's Centre – New Westminster

Five centers are located in Burnaby and two in New Westminster. Burnaby residents have priority to enroll their children at any of the centres located in Burnaby. Young parents have priority to enroll their children at Ready Set Grow Children's Centre. Siblings of children attending Ecole Qayqayt Elementary School have priority to enroll at Qayqayt Children's Centre.

It is our vision that all daycare centres operated by the Purpose Society strive to provide quality child care services that reflect the importance of positive early childhood experiences in determining healthy outcomes in all areas of children's development. This is achieved through adherence to our childcare philosophy, the provision of professionally trained and certified staff, and offering enhanced child care programming in a developmentally appropriate and inviting environment.

It is the policy of the Society that no family will be discriminated against on the basis of race, language, socio-economic status, gender or sexual orientation.

HIGHLIGHTS

Yukon School Age Program

The School Age Program at Yukon Crescent Children's Centre continued to service only two schools, due to high demand of enrollment from the Brentwood Elementary and Sperling Elementary. The program purchase a new bus to ensure children's safe transportation to and from school to the centre.

The waitlist continues to be long and, once again, we were facing the unpleasant situation of not being to accommodate all children graduating the 3 – 5 program that were in need for a space in the program. The waitlist contains in average between 40 - 50 children and priority is given to children attending the group care centre.

Summer Program

During the summer months of July and August of 2017 Yukon Crescent Children's Centre offered another successful summer program. The program gave priority to children enrolled in the Society's two school age programs: Yukon Crescent School Age Program and Kitchener School Age Care Program. The program also accepted external children, priority being given to residents of Burnaby. The program had a weekly average of 18 children (maximum capacity of 20 children). For the first time international students enrolled into the program, replacing children that withdrew on a very short notice.

The program was designed in such way to maintain a continuum of fun and great experiences for the participants which included participation in engaging activities and attending many recreational activities and fieldtrips planned by the program staff.

Canada Summer Job Program (CSJ)

The summer program organized by the Yukon Crescent School Age Program submitted an application and was successful in hiring two university students to work in the centre for the duration of the 2017 summer program. The students' wages were covered by the Canada Summer Job initiative.

The students were provided with opportunities to gain work experience and get familiar with a work environment of different expectations and focus - supervising children. They had an opportunity to take directions from the program's senior staff and in the same time to give directions to younger children. This played an important role on students

developing leadership skills, strengthen their communication and interpersonal skills and building up their confidence level.

Children participating into our summer program had an opportunity to interact with youth, learn from them and develop healthy relationships that greatly contribute to their social and emotional development.

The Canada Summer Job Program contributed to creating mutually beneficial experiences for both - the students and the program participants. The students, children and their families as well as the staff working in the program were very pleased with the results of this program. All staff recommended that Yukon Crescent should take the opportunity to participate in the 2018 CSJ program.

Partnership to Introduce 'Loose Parts'

Between October 2017 and March 2018, Cameron Children's Centre and Yukon Crescent Children's Centre teamed up with Simon Fraser University Childcare Society (SFU CC) to work on an exciting project for children and staff.

A year prior, SFU CC was successful in obtaining a Learning Journey Grant. The society used the funding to focus on the introduction of 'Loose Parts' in their programs and to explore the impact on children's play. They had an opportunity to explore the benefits of providing a provocation for loose parts and document children's theories and learning.

As the grant encourages collaboration with at least one partner and knowledge sharing, SFU CC approached our society to identify two centres that could become their partners. The focus for the 2018 grant awarded to SFU CC was to share the benefits of introduction 'Loose Parts' by teaching our staff how to effectively use them into programing and activities.

The project took place over a period of six months. During this time, our ECE staff working at Cameron and Yukon were provided with a tour of SFU CC to see how loose parts are used in their programs; both centres received a copy of "Loose Parts" book along with other articles and resources; they attended a "hands on" workshop and the also had the opportunity to receive visits from SFU CC staff during program hours, to model and share collaborative practices staff can learn from.

The project came to an end, but not the use of "Loose Parts". We are currently planning the expansion of their use in all Purpose Society centres. The use of "Loose parts" is reflected into the activities organized in the two participating centres. The immediate

benefits from their use is observed on children's play that is more creative and stimulates their curiosity and imagination and improves their object manipulation skills. Children were observed to work more collaboratively.

Preschool Activities in our Daycares

All of the centres have been working on improving the preschool type activities (introduced in September 2011) offered in the 3-5 programs. The curriculum is based on children's development and interests. Children are provided with opportunities to develop concepts and skills that are needed for success in school.

Activities are structured in general, by themes or seasons. Staff in each centre worked on expanding their themed-based activity resources. All centres share the resources with each other ensuring children have access to a variety of activities.

All Burnaby centres worked closely with the BC Centre for Ability consultants to incorporate feedback provided by consultants and parents into the curriculum. The two New Westminster centres worked with the consultants from Kinsight and Spirit of the Children to do the same.

Working Close with Families

Continuing to work closely with families contributed to increasing both families and staff satisfaction and most of the centres increased the ability to retain children long-term. Qayqayt Children's Centre continued to experience relatively high turnover of children attending the centre on a part time basis. Many families had their children enrolled at Qayqayt while in transition to other centres closer to home. Other children were waiting to be placed in another centre within our Society.

Staff in all centres continued to support children develop their skills especially the social and emotional skills that will ensure a smooth transition to Kindergarten. In order to support and enhance children's social-emotional development, our educators support and encourage children to acknowledge others and own emotions and regulate them; they also teach them to be confident in their abilities, how to be independent and how to work with other children in a friendly, supportive manner.

Communication with parents is vital in ensuring consistency in approach in order to achieve positive results. The positive results observed in each centre contributed to increasing educators' satisfaction as staff takes pride in contributing to improving their programs.

Professional Development/Training

As part as our commitment to encourage and support staff with their professional development, all staff were offered the opportunity to attend in-house workshops.

“Red Flags and Visual Support” is a four-hour workshop that was facilitated by Lorraine Bascombe, consultant with BC Centre for Ability. This workshop aimed to provide staff with a better understanding of children’s behavior, triggers, various disabilities and provide tools to help educators better assist children in dealing with their social and emotional needs. The workshop offered new staff an opportunity to get more familiar with the Pyramid Model while the more senior staff had the opportunity to further explore the teaching of the model. The workshop also introduced staff to a variety of visuals to use in supporting children at various stages of building relationships and effectively communicate with peers and educators.

Staff continued to attend workshops organized outside the agency on topics of their choice.

Kinsight consultants worked in a similar capacity as BC Centre for Ability to support the two centre located in New Westminster, while consultants from Spirit of the Children worked close to the staff in centres that enrolled aboriginal children.

Servicing Children with Special Needs

Purpose Society promotes inclusion and children with special needs are welcome in all of the Society’s programs. Staff are equipped with a variety of training levels, including special needs certification.

During the past year, our centres continued to provide care for children in need for special support. Eight diagnosed special needs children, ranging from different autism levels to Brittle Bone Disease, and their families, found in our centres a supportive and inclusive environment to allow children to develop to their fullest.

The Pyramid after Seven Years of Implementation

Seven years after the Pyramid Model implementation started, we strongly believe that it has helped create a comprehensive model to support all children, including children that require extra support. The focus is mainly on children’s social emotional development, but of equal importance is providing children with nurturing and responsive relationships, supportive, high quality environments, providing social support and positive behaviour support.

Children's families continued to be involved in many ways. They provided increased opportunities for the child to learn and practice new skills in the context of everyday activities and routines in the home and community. In the event that children have persistent challenges, families and other persons involved with the child form a collaborative team to develop and implement comprehensive interventions and supports that are applied in all of the child's routines and activities.

The Early Childhood Educators continued to work closely with families to ensure they both support and help children acquire skills, by using the same teaching models. By working together, families and educators ensured that children are provided with consistent, targeted strategies in using a skill or in effectively dealing with challenging behaviour. All families are provided regularly with information on how to promote their child's social development.

Pyramid Model Booster Sessions are periodically provided to staff, especially the new hires and more senior staff provide on-going support to ensure consistency in programing and delivering individual activities.

Music Program

Introduced in the fall of 2013, a Music Program continued to run in the Society's child care centres. Once a week, a trained music teacher facilitates a thirty-minute focused music circle with the children. The children prepared and presented several recitals throughout the year. As of April 2016, the program was incorporated into the childcare fees; therefore, it is offered now for free to all families. In order to ensure consistency in program delivering, the same music teacher facilitates the sessions in all of the centres.

Ready Set Grow Daycare Relocation

Ready Set Grow Children's Centre moved into the Neighbourhoods of Learning Centre at the Fraser River Middle School, in New Westminster, in August 2016.

Fraser Health granted the centre an exemption to temporarily operate without a playground with the condition that the project will be finalized by June 30, 2017. As the project was further delayed past the assigned date, we applied and obtained an extension. The play tiles and interior fencing were completed by mid-fall. Two outdoor sheds were purchased and installed on the playground to store the outdoor play equipment.

CHALLENGES

To address operating costs that continue to rise, and also to accommodate the negotiated staff wage increases, on February 1, 2018 all parents received a notice of fee increase to be in effect starting April 1, 2018. This announcement was not well received by some families, as the provincial government announced later the same month that the 2018–2019 provincial budget included a fee reduction initiative and they hoped to see lower fees being charged by the centres. In order for families to benefit from the fee reduction (\$350/under 3 year old and \$100/3-5 years old children) the centres needed to apply and be approved to participate in the program”. On March 2018 our society applied to “opt-in” to fee reduction program. We were approved for the program at the end of June 2018.

An increasing trend over the last year, is that more children spend between 10 and 11 hours in our centres on a daily basis. As a result, additional staff needed to be hired in order to maintain the staff to children ratio from opening to closing. Many time staff worked overtime to accommodate the mandatory staff to children ratio. This has contributed to increased operating costs.

Our centres continue to experience a deeper shortage of experienced childcare educators, in both Burnaby and New Westminster. It is particularly difficult to attract and retain staff holding a valid ECE License. We are confronted with a province wide labour shortage of trained staff, and in addition, other operators are able to pay higher wages than, even with the recent wage increase.

A number of workshops have been scheduled to assist staff upgrading their skills and knowledge to better perform their duties and keep their knowledge up to date. The experienced staff are providing constant mentoring to those less experienced and the new hires. Exemptions have been submitted to Licensing so that ‘in-training’ educators could open or close the centres as per licensing regulations.

ENROLLMENT

During the 2017 - 2018 fiscal year the average enrollment in each centre was as follows:

- Cameron Child Care Centre – 98%
- Madison Children’s Centre – 98%
- Yukon Crescent Children’s Centre – 100%
- Ready Set Grow – 96%
- Rosser Preschool- 88%

- Kitchener School Age Program – 97%
- Yukon Crescent School Age Program – 100%
- Qayqayt Children's Centre – 63%
- Yukon Summer Program - 89%

At Rosser, we continued to experience the same trend: many children have graduated from the program in June and although many children started the program in September, it took four months (until January) to rebuild the numbers (January to June 89 - 90% average, September to December 69 - 70%).

Qayqayt operated at 63% enrollment. It is now in its second year of operation and we know from past experience that it takes 2-3 years to build full enrollment in any new centre.

Yukon School Age program has continued to experience, a 100% enrollment throughout the year. The Summer Program offered by the centre reached the highest point to date, at 84%. Although not at full capacity, the summer program has reported a positive cash flow, as many children attended on a weekly basis and are paying a slightly increased fee.

STAFFING

Kitchener School Age Program was successful in hiring a Coordinator. She started the position at the end of the school year and she was responsible for supervising the summer program at Yukon Crescent.

Two ECE staff enrolled into a post basic program to upgrade their skills. After graduation they will be able to fill vacant infant/toddler positions in our centres. Numerous casual employees were hired to permanent full-time vacant ECE or ECE Assistants positions.

During the 2017 – 2018 fiscal year the shortage of qualified child care workers was more pronounced than the previous year. Attracting and retaining qualified casual ECE workers was even more challenging. This made it very difficult at times to maintain staff to children ratio required by the Licensing Regulations; therefore, regular staff have worked longer hours, postponed vacation time or switched shifts to accommodate the needs of each individual program.

Most of the permanent vacancies were filled by internal candidates. Our preference has always been to use the pool of casual employees, as they are already familiar with the centres' practices and their integration into the staff team is smoother. However, the

number of vacancies exceeded the number of interested internal candidates; therefore, the positions were advertised online, with some success in hiring good candidates.

OUTPUTS

Families Served

The eight programs operated by the Society have a total of 276 licensed spaces that are offered simultaneously. During this fiscal year, the Lower Mainland Purpose Society's centres provided child care to a total of 348 families and 383 children living in Burnaby, New Westminster, Tri Cities, Surrey and Vancouver. The childcare centres offer full-time and part-time services based on family needs and availability of space in each centre. Fifty-two (52) families had two children enrolled in our centres. Ready Set Grow Children's Centre provided child care services and support to nine (11 last fiscal) young parents.

Eighty two percent (82%) of the families served by our Burnaby centres reside in Burnaby, 3% in New Westminster, 6% in Coquitlam and the remaining 9% residing in the surrounding cities. Eighty two (82%) of the families enrolled in the three City of Burnaby owned group child care centres reside in Burnaby as follows: Cameron – 71% (26% in the neighboring Coquitlam), Madison – 79% and Yukon – 81%.

Seventy four percent (74%) of the clients served by our New Westminster centre reside in New Westminster, 18% reside in Burnaby, 2% in Coquitlam, 1% in Surrey and 5% reside in other cities. The families served work full time, part time, from home or attend school. Incomes range from requiring full subsidy for child care to no subsidy.

OUTCOME MEASUREMENTS

Parent Survey Overview

The annual parent survey was conducted in February 2018. A questionnaire was distributed to parents at all centres. Parents were asked questions around seven main areas: programming, staff, communication, environment, outdoor play area, food, and society's policies.

The sections regarding programming and staff were rated good to excellent. Parents indicated programs are well planned and balanced with a good schedule and curriculum.

Parents provided a variety of positive comments regarding educators: they are approachable, professional, trustworthy, caring and friendly with children and families; they are working with families towards meeting children's individual needs. Educators set group and individual time with children, there is lots of interaction and redirection when needed. Staffs provide ongoing feedback to parents and are open to receive and act upon the feedback from parents.

Children requiring extra support are helped on a constant basis and parents can see the progress in various areas including knowledge enhancement, positive changes in children's behaviour as well as the acquisition of social skills.

Parents are satisfied with the quality of the preschool activities offered in the 3-5 program, as well with the curriculum for all age groups. They like the see activities tailored by age groups and children's individual needs. They like the variety of activities, the friendly, safe, inviting and inclusive environment.

Parents of children attending Rosser Preschool are happy with the program: the staff is caring, committed and have great energy, children are treated equally and are respected as individuals. The temporary site manager covering for one-year maternity leave is professional, approachable and passionate about the job. Some would appreciate a more spacious classroom.

Parents of children attending the two school age programs made positive comments regarding the quality of activities during the school year, as well as during the spring break, Christmas break and the summer program. Many are grateful that both children are in the same centre/program. Not all found a spot for both children in the program.

Some parents from Ready Set Grow made positive comments about the centre offering longer hours of operation, good location and a modern, safe and spacious playground.

Some parents indicated they like the centres occasionally offering a hot lunch and would like to see it happening more often and provide a wide variety of food items.

Some parents suggested the centres to consider the installation of web cameras in the programs, so they could see what their children are doing during the day.

Some parents from Madison and Yukon suggested upgrading the outdoor equipment and upgrades to the playgrounds. The entrance door at Madison does not close automatically at times, and parents would like to see it fixed. Other parents indicated they would like to see improvement in the snack menus to incorporate healthier, nutritious food choices (more organic items, more whole grain and less flour).

In terms of communication between families and the centres, some parents would like to get more information via email regarding daily schedules, snack menu, health issues, community events or health issues on a weekly basis rather than monthly (via newsletter).

Some parents voiced the need to reduce staff turnover, others raised the issue of communication being difficult with some staff, due to some staff's poor English skills. They also voiced the need for more stable staff in each program.

They like that children are provided with many learning opportunities and that they are experiencing a wide range of activities. Many comments were related to children's progress under the direction of professional, caring and knowledgeable staff. Parents feel confident that while at their workplace, children are safe in an appealing, learning environment that contributes to their positive development.

Some parents were disappointed with the childcare fees being increased and that the centres charge more than other non-profit societies. Knowing that the fee increase will translate into hire wages for staff, make other parents happy.

Parent Survey Results

OUTCOMES	% OF PARENTS WHO AGREED	
Program is well planned and suitable to all ages	94%	Ready Set Grow
	93%	Madison
	100%	Yukon
	91%	Kitchener
	95%	Rosser
	100%	Cameron
	98%	Qayqayt
Staff members are professional, approachable and provide good care	100%	Ready Set Grow
	91%	Madison
	97%	Yukon
	94%	Kitchener
	95%	Rosser
	98%	Cameron
	90%	Qayqayt

OUTCOMES	% OF PARENTS WHO AGREED
Overall communication with families	91% Ready Set Grow 87% Madison 83% Yukon 93% Kitchener 95% Rosser 85% Cameron 93% Qayqayt
The inside environment is safe, clean and attractive to children	100% Ready Set Grow 90% Madison 97% Yukon 94% Kitchener 100% Rosser 92% Cameron 98% Qayqayt
Food provided is balanced and appealing	90% Ready Set Grow 83% Madison 96% Yukon 85% Kitchener N/A Rosser 92% Cameron 98% Qayqayt
Outdoor play area is clean, safe and well equipped	99% Ready Set Grow 88% Madison 89% Yukon 100% Kitchener 92% Rosser 96% Cameron 97% Qayqayt
Parents are satisfied with the health and safety policies and practices of the centre	91% Ready Set Grow 93% Madison 94% Yukon 89% Kitchener 95% Rosser 81% Cameron 100% Qayqayt

FORESEEN CHALLENGES/NEEDS FOR 2017/2018

As staff turnover continues to be an issue in our centres, additional workshops on the Pyramid Model will continue to be organized in-house to ensure that new staff have a good understanding of our practices. Senior staff will have opportunities to role model and mentor new staff to ensure the Pyramid teachings are followed by each staff in every centre.

Retaining current staff is a major priority. Staff will continue to be provided with opportunities for professional development and will be provided with support when moving up into a different position within the centre or within the agency (moving to another centre). Staff will be provided with continuous training, mentorship and support whenever needed.

A pool of substitutes will continue to be maintained. We will continue to expand and maintain current partnerships with major colleges in the Lower Mainland, and closely work with the Practicum Coordinators to accommodate practicum students completing their practicum in our centres, including the preschool.

We will work on replacing furniture and outdoor equipment at Madison and build wall cabinets for indoor storage at Ready Set Grow.

We will also work towards finding ways to attract and retain staff in all centres. This will allow us to further work on increasing the enrollment at Qayqayt Children's Centre.

VISION

The implementation of the Pyramid Model will continue under the direction and with the support from the BC Centre for Ability Consultants.

More preschool activities will continue to be incorporated into all of the 3-5 programs in all centre. With help from the former BCCFA Project Coordinator for Social Emotional Skills Development Program (in form of various workshops), a variety of activities will be added to improve curriculum and support children for a smoother transition to Kindergarten.

Various forms of partnerships with the parents will be explored including forming a PAC in each centre.

We will look for ways to form partnerships with other organizations in the community and will continue to implement new programs that we believe contribute to enhancing children's development and provide them with learning opportunities.

FAMILY PROGRAMS ANNUAL REPORT

April 1, 2017 to March 31, 2018

OVERVIEW

The Lower Mainland Purpose Society provides a variety of family programs to the residents of New Westminster, Burnaby and Tri-Cities. These programs include support in areas of parenting skills, interventions, and techniques, education, information and access to community services and resources, and family and individual counselling. These services are voluntary and are provided in a variety of settings including on-site, client homes and community settings in order to address the diverse needs of the families. The program employs a strength-based client centered approach. The objective of the program is to increase coping skills through increased knowledge and ability to use acceptable parenting skills. The program offers individual sessions with the family and also offers parenting groups throughout the year. Program staff works collaboratively with the Ministry of Children and Family Development, Child and Youth Mental Health and other service providers in the community.

Family Programs include:

- a. **Family Development Work:** This is an outreach service that provides parenting education and teaches parenting skills to families. This service focuses on a range of issues including: child development, roles and responsibilities, behavior strategies, appropriate discipline, parental coping, and other effective parenting skills. Referrals are accepted through the Ministry of Children and Family Development (MCFD) for residents of New Westminster and Burnaby. This service is funded by the Ministry of Children and Family Development.
- b. **Outreach Therapy, Short Term Family Therapy, Links Family Therapy – New Westminster, and Links Tri-Cities – Family Therapy:** The Purpose Society provides brief, professional therapy to assist families in identifying critical issues that may interfere with their ability to make creative and effective choices. Presenting issues may include parental coping, relationship concerns, family integration, anger management, family dynamics, or historical abuse affecting

parenting. Referrals are accepted through the Ministry of Children and Family Development for residents of New Westminster and Burnaby. This service is funded by the Ministry of Children and Family Development.

- c. **Young Parent Support:** Juggling school, parenthood, home, and a personal life is an ongoing challenge for all parents. The Young Parent Support Worker works in collaboration with Ready, Set, Grow Children's Center by helping young parents (under the age of 25) build supportive relationships while facilitating growth, respecting diversity and furthering healthy parent-child development. The Young Parent Support Worker will provide one to one support in parenting issues, exploring educational opportunities, setting and achieving personal, academic and career goals. The Young Parent Support Worker is also available to assist in building life skills, budgeting, nutrition, and more.
- d. **Supervised Access Visitation** – New Westminster & Burnaby
- e. **Psycho-educational groups**

PROGRAM HIGHLIGHTS

Staff members in the Family Programs continue to provide high quality service to children and their families in the Lower Mainland area. Staff members have also continued to further develop their skills in order to stay on the leading edge of information and provide current, strength-based interventions and programs to the children and their families. Family Programs team continued to work collaboratively with MCFD social workers, Child and Youth Mental Health Clinicians and other community partners. The Family programs team participated in various professional development opportunities and also in-house training.

The Family Programs Director position has changed hands. The new hire for the Program Director position started with Purpose August 20, 2018. The Program Director has been working to increase communication with funders and community resources to enhance service delivery and opportunities for the Family programs.

The program staff promoted the agency and its programs by the attending and participating in various local events. The team has been diligently planning and developing psych-educational groups that will be open to community members addressing challenges that affect individuals' daily functioning while managing life's challenges while navigating the complexities of the daily struggles of juggling work and

family. Our new staff continue to learn the “ins and outs” of their positions striving to “be best” while supporting our clients, and client families, to do the same.

STAFFING

Currently “on board” are very skilled and dedicated employees that strive to provide the best possible care to the community:

LINKS: Tacky Chan & Cristina Ahmadi Sagheb

Short-term Therapists: Kim Skilling & Hillary Gallinger

Family Development/Supervised Access: Ali Cuccurullo and Rachel Martens (there is currently one vacancy)

Young Parent Support: Shianne Kauhausen

PROGRAM OUTPUTS

See the table below for number of service units and number of families served by each program. A Service Unit is defined as “an hour of service provision to an identified client, or group of clients, and includes such activities as face-to-face contact, client specific report writing, client specific telephone calls, case management meetings, case consultation and case supervision, training pre-approved by the MCFD, and community meetings and travel directly related to contracted services”.

PROGRAMS	OUTPUTS	
	Service Hours	# of Families Served
Links – New Westminster	1,312.25	28
Family Development Worker	1,305.90	34
Supervised Access	614.50	16
Young Parent Support	975.00	7
Links – Tri Cities	717.25	14
STT	1,145.50	45
FDR	69.25	3

OUTCOMES MEASUREMENT AND CLIENT SATISFACTION 2017-2018

Clients rated their perception of the presenting problem at the beginning of service, the midpoint, and end of service on a 10 point rating scale. An increase of at least one point for the beginning to end of service indicated an increase in positive parenting or coping skills in the family. The clients also identified the presenting problem that brought them into the service and how the problem improved at the end of the service.

1. **80%** of the families reported the original problem that brought them into the service had improved at Mid-Point Stage
2. **40%** of the families reported that their goals have been met so far (Mid-Point)
3. **93%** of the families reported the original problem that brought them into the service had improved at End Stage
4. **93%** of families reported the counsellor/FDW provided them the type of service they desired.
5. **100%** of the families reported using the skills they learned during their sessions.

The following table shows the percentage of clients rating a change in their parenting or coping skills:

	Initial Rating 1-4: "Overwhelmed" or "unable to cope"	Midpoint Rating 5-6: "Coping sometimes"	Final Rating 7-10: "Coping most of the time" or "very well"
At the time of the referral	57%	7%	36%
Mid-point	0%	64%	36%
End of the Service	0%	14%	86%

Client satisfaction was also measured using client satisfaction evaluation forms. The table below shows the percentage of client satisfaction.

On a 10 point rating scale where 8 9 10 equal Excellent:

	10	9	8	7	6	1
a. Information was understandable	20%	80%				
b. Information was useful	20%	60%	20%			
c. Useful handouts were provided			40%			40%
d. The worker was knowledgeable about the topics that are important to me	40%	60%				
e. There was enough time for questions and discussions	60%	40%				
f. Did this service meet the needs you had at the beginning of the service	80%	20%				
					Yes	No
g. Did this service make any difference in your day to day life?					100%	0%

VISION

Family Programs will continue to provide quality services to meet the needs of children, youth and families. We will continue to look for funding opportunities to expand the existing programs or adding more programs to fill any gaps in services. Family programs staff will continue to be encouraged to pursue professional development training and education. The program will also continue to improve and collect the outcomes data. The program intends n further developing fee-for-service counselling service based on a sliding scale, which will allow the program to accept referrals directly from the community.

Staff continues to use the Penelope Program to assist with data base tracking, client bookings and client reports. There are endless possibilities for Penelope that we are continuing to discover and explore to streamline the recording process and track our progress with clients.

In the New Year, Family Programs will continue to add new groups and offer additional sessions of continuing groups

EARLY CHILDHOOD DEVELOPMENT (ECD) FAMILY PROGRAMS ANNUAL REPORT April 1, 2017 to March 31, 2018

OVERVIEW

The Lower Mainland Purpose Society provides a variety of ECD Family Programs to the residents of New Westminster and Burnaby. These programs include parenting support, education, information and access to community services and referrals to family counselling. These services are voluntary and are provided in a variety of locations around New Westminster; on-site at 40 Begbie St, Centennial and Queensborough Community Centres and the Early Years Centre at Qayqayt École Elementary School. The objective of the programs is to increase coping skills through increased knowledge and ability to use acceptable parenting skills as well as specific deliverables required by Funders.

ECD Family Programs were provided over this fiscal year:

1. Family Circle
2. Pitter Patter
3. English Made Easy – Begbie Street
4. English Made Easy- Centennial Community Centre
5. Fun Learning and You (FLY) - Begbie Street
6. Sensory Physical Literacy Arts Safety & Health (SPLASH)
7. Infant Parenting Program (IPP)- Qayqayt
8. Fun Learning and You (FLY) -Qayqayt
9. Physical Literacy And Natural Science (PLANS)

PROGRAM HIGHLIGHTS

Staff members in the ECD Family Programs continue to provide high quality service to children and their families in the communities of New Westminster and Burnaby. This past year nine ECD Family Programs were offered and well received by all participants.

Two new outdoor programs, SPLASH and PLANS, were very successful and had excellent response from the community.

Staff members continually seek out professional development opportunities in-house and at workshops and conferences with outside agencies and organizations, such as 'Appetite to Play', School District 40's 'Metro Early Years to Kindergarten Transitions Session' and CAPC's Fraser Valley Regional Training. The Family Programs Coordinator and ECD Team Leader continue to be active in the Literacy New West committee and KidsNewWest Child Development Table.

The ECD Team promoted the agency and its programs by attending and participating in various local and agency events such as Purpose Hamper Day, Christmas brunch, Staff Appreciation Day, the Hyack Parade and Christmas Parade.

STAFFING

Bilquis Hirani, Annzena Tweedie and Elizabeth Cottam continued to work in the various ECD Family Programs. As extra programs developed, Sarah Tweedie stepped in to help facilitate during the spring and summer.

In December 2018, Nan Gray, Family Programs Coordinator retired after 10 years of service to the Purpose Society and Elizabeth Cottam was hired for the ECD Team Leader position. At the end of March, Annzena Tweedie left to pursue another career path. Carolyn Hearty and June White continue to volunteer in the Pitter Patter and Family Circle programs.

Program Outputs

The table below reflects the number of family and individuals served, as well as the number of visits and hours of programming offered by the ECD Family Programs over the 2017-2018 year.

Group Outputs	CAPC Pitter Patter Family Circle	FLY/SPLASH -Begbie	FLY/IPP Qayqayt	EME- Begbie & CCC	PLANS
Visits	1286	460	204	503	20
Hours	2,572	920	408	1,006	40
# of families served	101	23	19	29	4
# of individuals served	200	76	45	77	8

Pitter Patter (birth- 3yrs), and Family Circle (3-5yrs) are both 12 week drop-in programs for parents and their children. Both programs have a waitlist.

EME (Begbie) and EME at Centennial Community Centre were 10 week programs; both are English based programs for caregivers and their children aged birth- 5yrs.

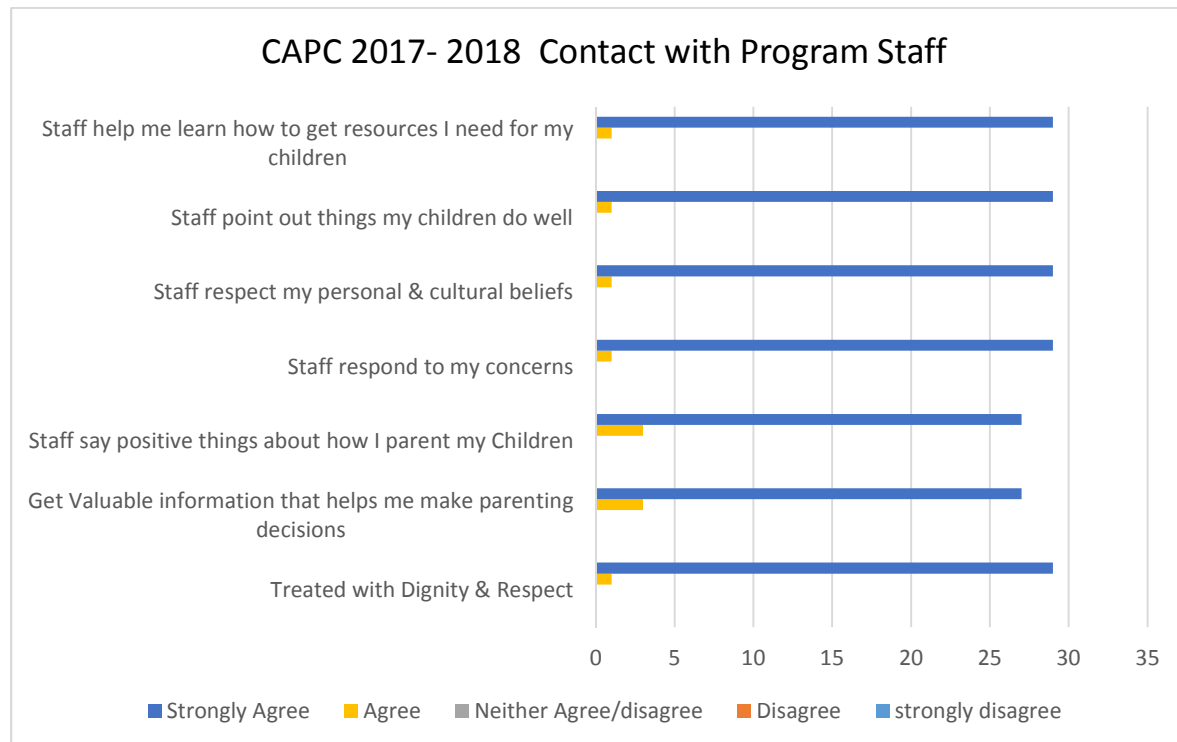
FLY/SPLASH (Begbie) was a 10 week program that is for caregivers and their children aged 18mths- 5yrs. FLY focuses on social development, separation anxiety, daycare/school prep for the children and a parent education component for the parents where many guest speakers come in from the NW community to present. SPLASH is an outdoor program focusing on physical literacy and children's interactions with nature.

FLY/IPP was held at Qayqayt École Elementary School and were both 10 week programs. This was the first time IPP was offered to families and Purpose was given an afternoon programming time which made it challenging for families to attend due to sleep/nap routines.

PLANS was a 5 week program and was an outdoor program exploring art, nature and literacy.

OUTCOME DATA AND CLIENT SATISFACTION

At the end of each ECD Family Program, caregivers are given a Purpose in-house evaluation and a Funder specific evaluation to critique/assess their participation in the various programs. Amongst the various evaluations there is a resounding 'strongly agree'/'agree' that the programs these families attend make a difference in their day to day parenting, help establish and build coping skills and that families hold a general overall satisfaction with the program. Below is a brief look at some evaluation responses.



In the FLY program pre and post surveys are conducted; below are examples of some responses:

Reading to Children:

- Pre-Survey 50% of parents said that they read to their children daily.
- Post-Survey: 100% reported reading to their children daily.

This indicated an increase of 50% of parents reading to their children daily or 100% of parents reading to their parents reading daily.

Ability to Separate:

- Pre-Survey: 16% reported their children would separate from them easily, 50% for a short time only and 34% said their children separate with some resistance.
- Post Survey: 34% reported their children would separate easily, 16% for a short time only and 50% said their children separate with some resistance.

This indicated an 18% increase in children separating easily and 34% increase from short time only to some resistance.

Play Abilities:

- Pre-Survey: 16% reported their children played with other children, 16% played with adults and 68% played alone.
- Post Survey: 100% of parents reported their children played with other children and 50% played with adults.

This indicated an increase in 84% of children playing with other children and 34% increase in playing with adults.

EME Testimonial:

Hello Elizabeth,

Thank you for your Email. My teacher said usually it takes 5 or 6 months to step up next level. It will take about a year and half to pass all the level, I guess. First time, when I started join your program I was at the turning point. I wanted to start new life in Canada but I was afraid to join programs because my English. I was worried to speak English on the phone so I couldn't call any places. But We met you at the mall and you introduced me about your programs. Now I could make some friends and more confident in myself.

Thank you for everything. N.N.

SPLASH Testimonials:

"Love this program! So nice to be outside."

"More SPLASH every season please"

"It always good to meet new moms share experience and kids have new friends."

"My kid is always happy to be at SPLASH discover nature and make new friends."

“Managing my kid outside in the park and have fun with them.”
“Have a lot of fun outside, enjoying the sunshine.”

VISION

ECD Family Programs will continue to provide quality service to meet the needs of children and their families. We will continue to look for funding opportunities to expand the existing programs or add more programs to fill any gaps in services. ECD Family programs staff will continue to be encouraged to pursue professional development training and education opportunities. Elizabeth and Bilquis are both interested in attending a Nobody’s Perfect Parenting training, which would be a nice complement to the many ECD programs that Purpose offers.

For the 2018-2019 year we look forward to offering IPP as a morning programming at Qayqayt to see if this improves participation in the program.

In the coming year 2018-2019, ECD Family Programs will add two new PLANS groups and possibly a NPP depending on training opportunities for staff and funding availability:

INTEGRATED YOUTH SERVICES ANNUAL REPORT April 1, 2017 to March 31, 2018

OVERVIEW / HIGHLIGHTS

Integrated Youth Services (IYS) is a gated service where all referrals must come through The Ministry of Children and Family Development (MCFD). Referrals are accepted from Social Workers, Probation Officers, and Child and Youth Mental Health Clinicians. Services are provided by a staffing complement of 2 Youth and Family Development Workers, and 2 Youth Outreach Workers.

IYS provides service in the following areas:

1. Family Support and engagement,
2. Youth Outreach
3. Youth Agreements (YAG: preparing for aging out),
4. Adult Youth Agreements (assistance with meeting the criteria for AYA)
5. Youth Justice
 - Community Work Service (CWS)

- Curfew Monitoring (phone and in-person)
 - Intensive Support and Supervision Program (ISSP)
6. Youth First outreach
 7. North Fraser outreach

Youth Family development Workers provide intervention services at various levels. The amount of service required depends on the varying needs of the youth and family. Individuals may receive service as often as weekly or as infrequently as once monthly. The level of service is determined at intake in collaboration with the individual's care team and reviewed regularly. The Program Director is in regular contact with MCFD Team Leader, Probation and Child and Youth Mental Health to review clients and their current needs and service delivery.

In 2018, MCFD introduced a project referred to as North Fraser Youth Outreach Services (NFYOS). This program was designed to connect with “hard to reach” disenfranchised youth who may be homeless or “couch surfing” or youth at risk who are not connected to services, or youth who present with high risk factors including drug and alcohol use, criminal activity, sexual exploitation and/or mental health issues (these youth may or may not be connected to services). It is a collaborative effort between PLEA Community Services Society of BC, Purpose Society and St. Leonard's to provide a coordinated response, utilizing Youth Outreach Workers (YOW) to reach these youth in their communities. There will be one Youth Outreach Worker (YOW) per geographic community (Burnaby, New Westminster, Tri-Cities and Ridge Meadows) and one YOW dedicated to work with aboriginal youth. Two additional workers will work directly with the Youth First Team. Initial assignment of the referred youth to a YOW will primarily be based on the youths identified “home” community. An innovative component of this service, however, is increased flexibility for agency staff to work together and share resources across geographic areas. YOW will travel across the North Fraser Region and into other Metro Vancouver communities to connect with youth on their caseload and/or to attend relevant case management meetings in order to provide comprehensive services to youth. The administration of the formal collaboration will be overseen by a Coordinator; this position will be held by the Purpose Society. Monthly Collaborative Practice meetings with Youth Outreach workers, their Agency Supervisors and the Coordinator will be held to ensure consistency in service practice across the North Fraser Region.

The role of the YOW will be as a “linker” to existing services. Activities may include, but are not limited to the following:

- Working hand in hand with the ministry and other service providers to connect with youth who are disengaged/marginally engaged.

- Providing one-to-one and case management support to those youth.
- Providing community based interventions in partnership with community agencies to address the needs of marginalized youth.
- Providing services primarily on an outreach basis.
- Working to create a community-based, natural support system for each youth.
- Provide crisis intervention and strategic support services to identified youth, including goal-oriented counselling and life skills enhancement.
- Assist in the coordination of social, educational, economic and health services through case management plans.
- Where appropriate, support youth to re-integrate into home or community.
- Support youth to disengage from harmful activities (street involvement, sexual exploitation, criminal activity, substance misuse, self-harm).
- Support youth to develop positive coping strategies and a health decision-making capacity.
- Assist families to access community resources and networks and develop formal and informal support systems to maximize their functioning.

PERSONNEL

The Integrated Youth Services staff team consists of 4 FTE; 2 Youth and Family development Workers (**Genievieve Basit & Lauren Katasi**), and 2 Youth Outreach Workers: **Jordyn Croft** is the Youth First Outreach Worker, and **Andrea Arscott** is our North Fraser Outreach Worker. The Coordinator position is currently vacant.

OUTPUTS & OUTCOMES

The following table outlines the types of service provided, the total number of youth and/or families receiving service and the total amount of service provided in the year 2017-2018 are as follows:

SERVICE	Service Hours	# of Youth Served
Family Support	424.50	13
Youth Outreach	1,760.50	32
Youth Agreements	206	3
CWS	65.25	4
Curfew Monitoring	99	5
ISSP	92.25	2
SEY	155.25	5
Youth First	148	7

Currently the Youth and Family Development Workers are carrying a full case load. To prevent keeping youth in need on a waitlist, new referrals are being directed to the YOW. Although the YOW are part of a specialized service to the most at risk youth, we do everything to ensure youth in need are provided service. A waitlist translates into a youth without support, which is counter to Purpose's client centered philosophy. The youth team is flexible and adaptive, and has been great at stepping up when challenges and changes occur so that youth and families continue to receive the care and attention that they deserve.

VISION FOR THE UPCOMING YEAR

The IYS team will continue to participate in community wide collaborative practice thereby continuing to be successful at expanding relationships with other service providers within the community. Through the ongoing partnerships and working relationships there will continue to be success in the upcoming year. The administration of the formal collaboration will be overseen by a full-time Coordinator. Monthly Collaborative Practice meetings with IYS workers and partner agencies will be held to ensure consistency in service practice across the service delivery area (SDA).

YOUTH SOURCE

OVERVIEW / HIGHLIGHTS

Youth Source operates on Tuesdays from 2:00-6:00 pm and Thursdays from 3:00-7:30pm on a drop-in basis, and is open to youth 21 years of age and under. A care card is not required to access the medical clinic services. Youth and Family Development workers, health care practitioners, volunteers and various partners provide the following services: one-to-one support, life skills groups, health education, medical services, computer/internet access, job and housing searches, hot showers, laundry facilities, food bank, resource information, and referrals to appropriate programs.

Various community partners work together to serve the youth who access Youth Source. Purpose provides a Youth and Family Development Worker, The Fraser Health Authority provides the medical staff for the clinic. MCFD provides a Youth Mental Health Clinician.

PERSONNEL

Purpose staff continues to have a great working relationship with New Westminster Public Health, with open communication that enables us to address issues as or before they arise. Purpose staff rotate between the 2 Youth and Family Development Workers and the Young Parent Support Worker.

VISION FOR THE UPCOMING YEAR

There continues to be an overwhelming need for the clinic. Whenever a waitlist develops, every effort is made to refer youth to an alternative resource.

In order to engage youth during wait times, staff offer short talks and/or games in order to interact with youth while they wait. These talks and games are educational, with a focus on drug and alcohol awareness and sexual health education.

The IYS team is working on developing groups to engage youth in topics, such as, but not limited to, STIs/sexual health, substance use, harm reduction, and homework club.

BURNABY YOUTH HUB

OVERVIEW

The Burnaby Youth Hub ('the Hub') is a youth support centre where multiple service providers co-locate and collaborate to provide programs and services for at-risk youth in Burnaby and the surrounding communities. The Hub aims to reduce barriers to access by providing strengths-based, youth-centred resources all under one roof. The programs and services at the Hub are provided in collaboration with a number of community partners, and serve to support four overarching pillars: youth mental health, physical and sexual health, education and employment, and advocacy. The Hub aims to support young people in developing the skills and capacity to be independent, engaged members of the community.

The 2017-2018 academic year saw many highlights at the Hub, including the Hub's involvement in a number of exciting community initiatives, and new and expanded partnerships. This year also saw some challenges, particularly around staffing, which meant the decreased capacity of Purpose-driven programming at the Hub. However, in spite of these challenges, the Hub saw excellent youth engagement, and a good number of both new and returning clients. Overall, the Hub has sustained its work in providing support programs to meet the rapidly changing youth needs.

BURNABY YOUTH SERVICES HUB STEERING COMMITTEE

The Burnaby Youth Services Hub (BYSH) Steering Committee oversees and guides the activities of the Hub. The current BYSH Steering Committee is made up of representatives from the following agencies:

- Burnaby Family Life
- Burnaby School District
- City of Burnaby – Parks & Recreation, Planning
- Fraser Health Authority
- Lower Mainland Purpose Society
- Ministry for Children and Family Development
- Options for Sexual Health
- Odyssey I Substance Abuse Services for Youth
- St Leonard's Youth and Family Services

HIGHLIGHTS

One of the most exciting highlights for the 2017-2018 year was the involvement of the Hub in the Burnaby Pride Street Party, the first Pride event of its kind in Burnaby. Along with Burnaby Neighbourhood House, City of Burnaby, and the Burnaby Public Library, the Hub was a member of the core planning team, and was responsible for independently securing event funding, creating promotional materials, and coordinating event entertainment. With an intention to expand the event for 2019, the Hub remains part of the planning committee, while also working to transition the event planning to a community advisory network.

The Burnaby Youth Hub was also selected to host a youth forum on poverty reduction in BC in March 2018. With funding from SPARC BC (Social Planning and Research Council of BC), the Hub hosted a dialogue to gather youth perspectives on strategies for addressing and reducing poverty for all British Columbians. The report from this event went to inform the provincial government's BC Poverty Reduction Strategy.

Another highlight was the return of the Open Art Studio program, a partnership with Burnaby Family Life, which was quickly adopted by the Hub students, and has become one of the most popular and well-attended programs. Open Art Studio is a weekly drop-in group where youth are provided a variety of art materials and are encouraged and supported in expressing themselves artistically. The group is facilitated by an art therapist and child and youth counsellor from Burnaby Family Life, and students are able to receive art course credit for their participation.

PERSONNEL

One of the major challenges faced this year was that the funding for two positions – Youth Outreach Worker and Hub Receptionist (each at 0.5 FTE) – was lost. The Outreach Worker role was vacated in September 2017, and the Receptionist vacated in April 2018. The third support position (Youth Mental Health Support Worker – 0.5 FTE) was also left vacated in October 2017, leaving the Hub Coordinator as the sole Purpose Society staff member supporting the Burnaby Youth Hub and its youth programming. There are ongoing attempts to re-hire for the Youth Mental Health Support Worker, however, the current labour market challenges have made this difficult.

Current Purpose Society staff positions are:

Burnaby Youth Hub Coordinator:

Responsible for overseeing the daily operations and community partnerships, under the supervision of the Executive Director.

Youth Mental Health Support Worker:

Responsible for the planning and facilitation of programming to support youth mental health, education and employment support, and life skills development.

PROGRAM SUMMARY & STATISTICS

2017-2018 grams & Services

- Burnaby Youth Hub School (Burnaby School District)
- Burnaby Youth Clinic (Fraser Health)
- OPT Sexual Health Clinic (Options for Sexual Health)
- Mental Health Counselling (MCFD Child & Youth Mental Health)
- Mental Health Counselling (Cameray Child & Family Services)
- Open Art Studio (Burnaby Family Life)
- Trans Youth & Parent Support Groups (PLEA Community Services, MCFD, TransFamily BC)
- Retail Theft Circle (RCMP)
- Indigenous Youth Drop-In (Spirit of the Children)
- Substance Use Support – Groups/Counselling (Odyssey I Substance Abuse Services)
- Fresh Voices (Vancouver Foundation)
- PRIYD Summer Camp (Family Services of Greater Vancouver)
- Purpose programs include:
 - After Hours Art Nights
 - Queer the Way
 - Youth Advisory Council
 - Mind & Body Wellness group/drop-ins
 - Holiday Dinner
 - Community Dinners
 - Running Club
 - Employment Workshops
 - Housing/Rental Workshops
 - Food bank
 - Apex Outdoor Summer Adventure Program (*did not run in 2018*)

Hub Statistics:

PROGRAM	AGENCY	TARGET	NUMBER OF YOUTH	STAFF / VOLUNTEERS
Administration	Purpose Society	Hub	N/A	1 staff
Apex (Summer)	Purpose Society	At-Risk Youth	14	2 staff
Burnaby Youth Clinic	Fraser Health	Youth under 22	3077 (approx.. 55 per week)	5 staff per clinic
Burnaby Youth Hub School	SD41	Youth facing barriers to conventional education	58 enrolled	10 staff (8 on-site)
Fresh Voices	Vancouver Foundation	Newcomer youth	14	2 staff
Indigenous Youth Drop-In	Spirit of the Children	Indigenous youth	26	2 staff
Mental Health Counselling	Cameray Child & Family Services	Youth facing mental health challenges	88	2 staff
Mental Health Counselling	Child & Youth Mental Health	Youth facing mental health challenges	46	1 staff
Open Art Studio	Burnaby Family Life	Youth/students	35	1 staff
OPT Clinic	Options for Sexual Health	All ages requiring sexual health care	236	3 staff
PRIYD Summer Camp	Family Services of Greater Vancouver	Youth with disabilities	18	3 staff
Retail Theft Circle	RCMP	Youth charged with retail theft	72	3 staff

PROGRAM	AGENCY	TARGET	NUMBER OF YOUTH	STAFF / VOLUNTEERS
Substance Use Support Groups & Counselling	Odyssey I	Youth facing or at-risk of issues of substance use and abuse	14	4 staff
Trans Support Groups	PLEA, MCDF, TransFamily BC	Trans youth and their parents/ guardians	65	1 staff, 2 volunteers
Youth Centre Programs	Purpose Society	Youth facing mental health challenges	376 (over 117 hours of programming)	2 staff

Clinic Statistics:

Total Youth Visits: 3077 (down 3% from 2016-2017: 3156)

	DESCRIPTOR	NUMBER	PERCENTAGE
CITY OF RESIDENCE	Burnaby	2077	65.2%
	Coquitlam	198	6.4%
	Delta	20	0.7%
	Langley	10	0.3%
	Maple Ridge	14	0.5%
	New Westminster	156	5.1%
	North Vancouver	2	0.1%
	Port Coquitlam	25	0.8%
	Port Moody	19	0.6%
	Richmond	1	0.04%
	Surrey	130	4.2%
	Vancouver	368	11.9%
	West Vancouver	2	0.1%
	Other/None	88	2.8%
GENDER	Female	2773	90.1%
	Male	255	8.3%
	Transgender	11	0.4%
	Other	7	0.2%

	DESCRIPTOR	NUMBER	PERCENTAGE
AGE	12	5	0.2%
	13	7	0.2%
	14	50	1.6%
	15	169	5.5%
	16	417	13.5%
	17	645	20.9%
	18	790	25.7%
	19	415	13.5%
	20	298	9.7%
	21	206	6.7%
	22	18	0.6%
	Other	24	0.8%
NURSE- IDENTIFIED REASON FOR VISIT	Birth Control	1604	52.1%
	Counsellor	134	4.3%
	Drug & Alcohol	1	0.04%
	Mental Health	10	0.3%
	Physical Health	130	4.2%
	Sexual Health	948	30.8%
	Support Services	5	0.2%
	Other	252	8.2%

YOUTH EVALUATIONS

This year's Burnaby Youth Hub Youth Survey was completed by 142 youth, including youth accessing the Burnaby Youth Clinic. Youth were not required to answer all questions. Questions on participant demographics were collected, and then participants were asked their opinions on the convenience and appearance of the site, and their overall experience at the Hub.

STATEMENT	AGREE	NEUTRAL	DISAGREE
It is easy to get to the Hub.	122	7	11
The staff treated me with respect.	132	6	3
The facilities were clean.	137	3	0
I would return to the Hub	134	3	1

The survey participants were also asked about their level of interest in a variety of support programs:

PROGRAM TYPE	YES	MAYBE	NO
Sexual health support	86	29	15
Stress & anxiety support	53	24	8
Yoga & mindfulness	71	34	28
Substance use	38	27	51
Educational support	71	33	12
Housing support	61	29	37
LGBTQ+ support	33	17	61
Employment support	67	23	14
Cultural diversity	54	25	22
Cooking & nutrition	82	31	15
Art therapy	63	21	39
Sports/physical activity	83	26	14
Financial literacy	67	41	7
Body positivity	92	19	12

The results of the Youth Survey are used to inform the type of programming planned for the Hub Youth Centre, as well as the kinds of community partnerships that are pursued.

GOALS & VISION

Moving forward, it will be the focus of the Coordinator to continue supporting existing and seeking new partnerships; securing additional funding, with a specific focus on

sustainable funding sources; and filling the Youth Mental Health Support Worker position.

Other goals include:

- Increase youth engagement through more targeted programming, expanded community outreach, and greater youth involvement in planning and facilitating programming
- Develop strategic plan in collaboration with community partners
- Work to access hard-to-reach youth facing multiple, complex barriers to accessing programs

YOUTH STATEMENT

The following statement was provided by a youth who access Hub programs, and provided permission to use this statement in this report:

"I Can't really say I would be where I am today without the help and support I've gotten at the Hub. The Hub has provided me with the time to pick myself up again after years of just barely scraping by. I didn't fully believe it at the time, but in my time here at the Hub, I feel like I've grown a lot as a person and I am so, so thankful for everything that the people at the Hub have done."

YOUTH ADDICTION PROGRAMS - BURNABY YOUTH CUSTODY SERVICES ANNUAL REPORT April 1, 2017 – March 31, 2018

FROM THE DESK OF THE PROGRAM COORDINATOR

This year, I am proud to share a snap shot of the collective efforts that our Drug and Alcohol team has been making to provide unique and appropriate programming for our youth in custody. None of our efforts would be possible without the continued joint support and contributions that the caring staffs at The Lower Mainland Purpose Society and Burnaby Youth Custody Services has offered us.

WHAT WE DO:

We offer Drug and Alcohol Counselling Services including one-on-one counselling, harm reduction support, naloxone training through the Take Home Naloxone Program and group based programming. Our team is based out of Burnaby Youth Custody Services. We work with incarcerated youth aged 12 -20 during their time in custody. Burnaby Youth Custody Services is one of two youth custody centres in British Columbia. As a result youth connecting with our program come from all over the province.

Naloxone Training

We offer 1:1 naloxone training as part of the Take Home Naloxone Program. Any youth that is currently in custody is eligible for training: we train youth regardless of their current involvement with drugs and promote the training as an important part of creating caring communities. During training, the impact that being in custody has on opioid tolerance is explored and we work with youth on harm reduction strategies. Upon completion of training, a naloxone kit is placed with the youth's personal belongings so that when they leave custody, they leave with a naloxone kit. As part of International Overdose Awareness Day, our team puts on a series of "Overdose Drills" where trained youth have the opportunity to take on a leadership role in responding to a simulated overdose. Teams of youth successfully demonstrated their learning and encouraged their peers to learn more.

Referrals

We work with youth and their community care teams to create meaningful and realistic release plans. As part of the planning process, youth may wish to engage with community based services (AA, NA and counselling etc.) or residential treatment. Our staff connect with youth, care teams and service providers in order to assist with completing referrals and creating youth safety plans. In order to build strong working relationships and stay current on the services available to youth, program staff attend treatment centre open houses and invite staff from programs to attend the custody centre and market their programs directly. When appropriate, we are able to accompany youth on supervised leaves from custody to attend NA/AA meetings or appointments.

Individual Counselling

Our team works with youth on a 1:1 basis to provide drug and alcohol counselling. Counselling can be short term or longer term depending on the needs of the individual youth and the length of their stay in custody. Counsellors work with youth on exploring

their current situation and dreams for the future. Counsellors seek to meet youth where they are at, working alongside them to increase resilience and reduce risk. Counsellors are trained in Motivational Interviewing and our work is informed by the Transtheoretical Model of Change.

Group Programming

We offer a range of psychoeducational group programming designed to be responsive to the needs of youth in custody. We seek to support youth to learn information regarding substance use, healthy relationships and coping skills in addition to exploring their thoughts and values. Our team coordinates the T.A.T.T.O.O. (Talking About The Topic Of Opportunity) program at the custody centre in partnership with the Burnaby RCMP, Burnaby School Board and Burnaby Youth Custody Centre. During the 8 sessions of the T.A.T.T.O.O. program, youth have the opportunity to create community, build their resilience and enhance their decision making skills.

Healthy Living

Our team promotes healthy living and balance from a holistic perspective. As part of this commitment, we work with youth on exploring what fun looks like without using drugs and alcohol and promote physical recreation as an important element of wellness. Our staff actively engages in Custody Centre events including Sports Day, Terry Fox Run and the Sun Run in addition to participating in recreational activities in the gym with youth. Each year, we put on the Drug and Alcohol Olympics: this event focuses on team work, physical recreation, problem solving and promoting our services with youth at the custody centre. We empower youth to engage in challenge by choice programming.

Sincerely,
Paul Blunden
Drug and Alcohol Program Coordinator

FIRST QUARTER HIGHLIGHTS

Pictured right:
Presenting the BYCS
Youth Band "**The
Columbians**" along
with Music therapist
Tyrone Barnes and D&A
Counsellor Darren
performing on May 11th
at BYCS for the BC
Corrections Teachers
Conference



Pictured left: Ashleigh
presenting on harm
reduction strategies at
the BC Corrections
Teachers Conference on
May 12th at Byrne Creek
Secondary as Paul looks
on

SECOND QUARTER HIGHLIGHTS

Pictured right: Youth taking on the challenge of the climbing wall. Coming down can be the most challenging!



Pictured left: Ashleigh and Paul are participating in the Terry Fox Run with youth

THIRD QUARTER HIGHLIGHTS

Pictured right: Professional Development day with Fraser Park Secondary. Ashleigh teaching the teachers Naloxone administration.



Pictured left: Ashleigh and Paul made site visits to UNYA and Daughters and Sisters



Pictured right: Ashleigh and Gloria (Douglas College Practicum Student) fill Halloween treat bags



FOURTH QUARTER HIGHLIGHTS



Pictured above: After running 19 laps (6.1km) in 30 minutes this youth takes a well-deserved rest



Pictured left: RCMP, Volunteers, Corrections Staff, Youth and D&A Counsellors sit down to a meal celebrating a successful T.A.T.T.O.O Group



Pictured above: Youth and staff actively participating in the T.A.T.T.O.O. program



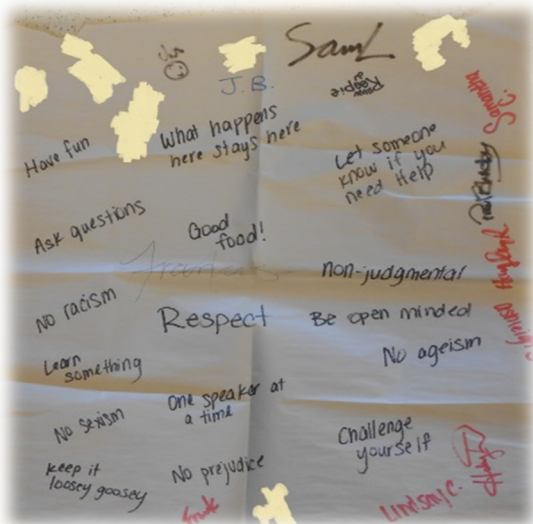
Pictured left: The D&A Team welcomes new hire, Chris and practicum student, Lindsay to the team. The team wears plaid on Wednesday!

TATTOO PROJECT SESSIONS

During the Spring Break, the Drug and Alcohol Team along with Volunteer Co-ordinator Roop Mangat, Life skills coordinator Daryl Pretzer, and RCMP constable Frank Tarappe were able to facilitate 6 group psycho-education sessions to a mixed boys group in the Mosaic room. The primary aim of the group is to improve the youths' relationship with police and to challenge negative stereotypes that they may maintain about the police. During the 6 sessions, we were able to facilitate workshops on the topics of healthy relationships, risk taking, anger management, and resiliency. Each session ended with both youth and facilitators sharing lunch together made possible by generous funding from TATTOO Project team. Overall, the feedback from both youth and facilitators has been very positive and we are looking forward to having another session happen during the next school break.



Pictured above: TATTOO facilitators and participants having a laugh during an icebreaker activity



Pictured left: Group contract from the T.A.T.T.O.O. program

THE NUMBERS AT A GLANCE

Program Service Hours*

This program provided 1,273.25 hours of direct service and 599.5 hours of indirect service totaling 1,872.75 hours

*CWT Service Type	1 to 1 hours	Non Client Specific Hours	Total	INDIRECT Service Hours
Therapeutic Intervention	1273.25		1273.25	
Community Capacity Building		599.5	599.5	
			1872.75	

* As of As of March 1st, program service hours will now be represented as follows due to changes in database collecting and recording procedures.

REFERRALS

211 Total Referrals

21* New females served

39* New males served

18 New Aboriginal Females served

29 New Aboriginal Males served

*New males and females refer to youth never before seen for counselling or youth who have not been seen in the past 6 months

Referral source breakdown

Referral Source	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Mental Health/ Health	15	11	9	7	7	7	7	7	7	8	8	3
Case Management	2	1	0	0	1	1	1	1	1	2	3	0
Probation	1	1	0	0	0	1	1	0	0	1	1	0
Social Worker/ Native Liaison	1	0	2	1	1	1	0	2	2	0	0	2
Staff	0	0	0	0	0	0	2	1	0	2	0	1
Self	6	10	8	4	7	6	6	13	3	6	10	7
School	0	0	0	0	0	0	0	0	0	0	0	0
Total	25	23	19	12	16	16	17	24	13	19	22	13

Group Service

Group Service	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Harm Reduction	0	0	2	2	2	1	1	1	1	0	0	0
Naloxone training	0	0	0	0	0	0	0	0	0	10	10	10
TATTOO**	0	0	0	0	0	0	0	0	0	0	0	6

*** the TATTOO (Talking about the Topic of Opportunity) Project is a psycho-educational group that was facilitated by the Drug and Alcohol Team. The primary purpose of the group is to improve youth's relationship with the police, challenge negative stereotypes they might have about police, and to increase youth protective factors in hopes that recidivism in the community decreases.*

Referrals to Treatment Programs/Outpatient Counselling

A total of 72 referrals were assisted/completed by the D&A program to the treatment programs listed:

PROGRAMS	# OF REFERRALS
180 Degrees (Campbell River, BC)	3
Am'ut (Chilliwack, BC)	3
Ashes to Dust (Kamloops, BC)	0
ASTRA Substance use Counselling (Surrey, BC)	0
Ashnola Treatment Program (Keremeos, BC)	2
Beacon of Hope House (Victoria, BC)	2
Boys and Girls Club (Victoria BC)	3
Burnaby Addiction Services (Burnaby, BC)	2
Creekside Stabilization Services (Surrey, BC)	2
Catch 22 Youth Employment (Chilliwack, BC)	0
Daughters and Sisters (Surrey, BC)	12
DEWY program (Coquitlam & Langley, BC)	4
Fraser Health Substance use Counselling (Surrey, BC)	1
Kackaamin (Port Alberni, BC)	0
KingHaven (Abbotsford, BC)	0
Last Door Adult Treatment Program (New Westminster, BC)	0
Nechako Youth Treatment (Prince George, BC)	1
Nenqayni (Williams Lake, BC)	1
Oasis (Campbell River, BC)	4
Odyssey Counselling (Burnaby, BC)	2
Osprey Program (Kamloops, BC)	4
PCRS Youth counselling (Vancouver, BC)	2
PLEA Supportive Recovery Housing (Vancouver, BC)	5
Portage (Elora, ON)	0
Richmond Addiction Services (Richmond, BC)	0

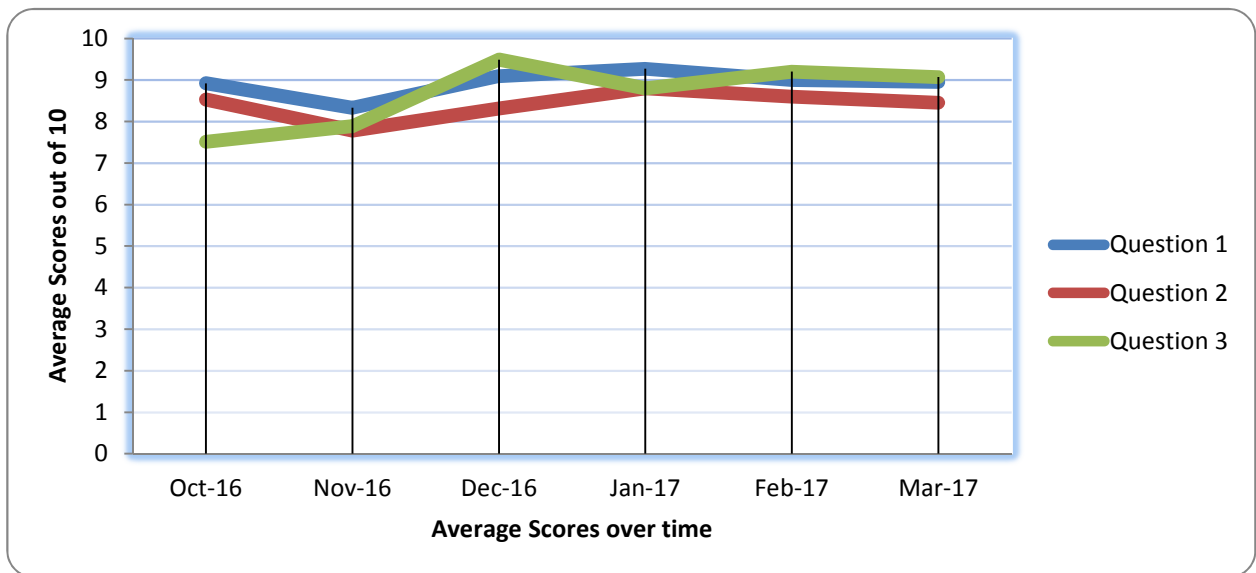
PROGRAMS	# OF REFFERALS
<i>Sky Program</i> (<i>Kamloops, BC</i>)	1
<i>Transitions</i> (<i>Nanaimo, BC</i>)	1
<i>UNYA</i> (<i>Vancouver, BC</i>)	4
<i>VIHA Discovery Substance use Counselling</i> (<i>Victoria, BC</i>)	1
<i>Watari</i> (<i>Vancouver, BC</i>)	2
<i>Waypoint</i> (<i>Surrey, BC</i>)	4
<i>Woods Home</i> (<i>Alberta</i>)	0
<i>Young Bears Lodge</i> (<i>Vancouver, BC</i>)	6
<i>Yo Bro Youth Initiative</i> (<i>Vancouver, BC</i>)	1

CLIENT FEEDBACK

* Sample Client satisfaction survey is available in the appendix.

Dating back to October 2017, in an effort to ensure a high standard of client satisfaction, monthly surveys were conducted with the youth that we work with. A total of 7 clients in October, 6 clients in November, 7 clients in December, 4 clients in January, 10 clients in February, and 9 clients in March were given surveys to complete in order to rate the counselling services they were receiving from the D&A department. The sum of the scores out of 10 for each D&A counsellor with regards to 3 key client satisfaction questions have been averaged to provide a glimpse of how our clients perceive our services. In order to ensure a high standard of client satisfaction, results are shared amongst the team and potential changes/strategies for improvement are addressed collectively.

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Question 1	8.91	8.33	9.09	9.27	9	8.95
Question 2	8.53	7.78	8.31	8.8	8.6	8.45
Question 3	7.51	7.89	9.49	8.8	9.2	9.07



Reference

Question 1: "I feel heard and understood by my counsellor"

Question 2: "We talked about what I wanted to talk about"

Question 3: "I found counselling Helpful"

In Their Own Words

Our clients were asked to provide feedback in our monthly client satisfaction survey on what they enjoy about counselling and to share their thoughts on how the D&A team can improve. The following responses are some of the written statements that our clients have shared with us in our surveys:

What do you like best about counselling?

- "They can understand what I need and what to say at the right time"
- "It helps get in a right state of mind, helps talking about my issue"
- "the support, advice, and insight provided"
- "Just letting stuff off my chest"
- "I get to talk to someone about things that worry me and we can work on helping me with things."
- "Being able to talk to someone who doesn't judge"
- "They work for me and understand what I'm saying"
- "If helped me get into a program for after my sentence"
- "Planning for the outs"

- "We get \$hit done!"
- "Trying to resolve problems"
- "Figuring out \$hit"
- "I get heard"
- "Everything"
- "Fruit snacks"
- "Getting ideas to help benefit myself"
- "We talk about different options to help and better ways to say no"
- "That I have someone to talk to about my issues around drugs"

What can we do to improve?

- "Nothing. You guys are superb"
- "Being more available"
- "Talk more"
- "More time with the counsellor"
- "More appointments"
- "You guys rock =)"
- "I would prefer (to meet for counselling) in the room down in visits than up on unit"
- "No clue"
- "More snacks (chips and welches)"
- "More gummies"
- "Have more classes"
- "Give more time and ask more questions"
- "More fruit snacks"

Client Satisfaction Survey for Individual Counselling

This quick questionnaire will help the D&A team to determine whether we are achieving our desired program outcomes.

Date Completed: _____

Name: _____

*** Please circle a response.**

I did not feel heard or understood by my counsellor	1	2	3	4	5	6	7	8	9	10	I felt heard & understood by my counsellor
---	---	---	---	---	---	---	---	---	---	----	--

We did not talk about my issues	1	2	3	4	5	6	7	8	9	10	We talked about what I wanted to talk about
---------------------------------------	---	---	---	---	---	---	---	---	---	----	---

I did not find counselling helpful or useful	1	2	3	4	5	6	7	8	9	10	I found counselling helpful
---	---	---	---	---	---	---	---	---	---	----	-----------------------------------

1) What do you like best about counselling?

2) What can we do to improve?

PURPOSE INDEPENDENT SECONDARY SCHOOL ANNUAL REPORT

School Year 2017-2018

OVERVIEW

In October 2016 the Ministry of Education designated Purpose Secondary Independent School a Special Education School, one of sixteen specially designated Independent Schools in the province of BC. All students attending the school must have a Ministry designation or be eligible for one. The majority of the students in the school have a designation of Moderate Behaviour Support/Mental Health (R), followed by Intensive Behaviour or Serious Mental Illness (H) other designations include with fewer students are Physical Disability/Chronic Health (D), Learning Disabilities (Q) and Autism Spectrum Disorder (G). See tables below.

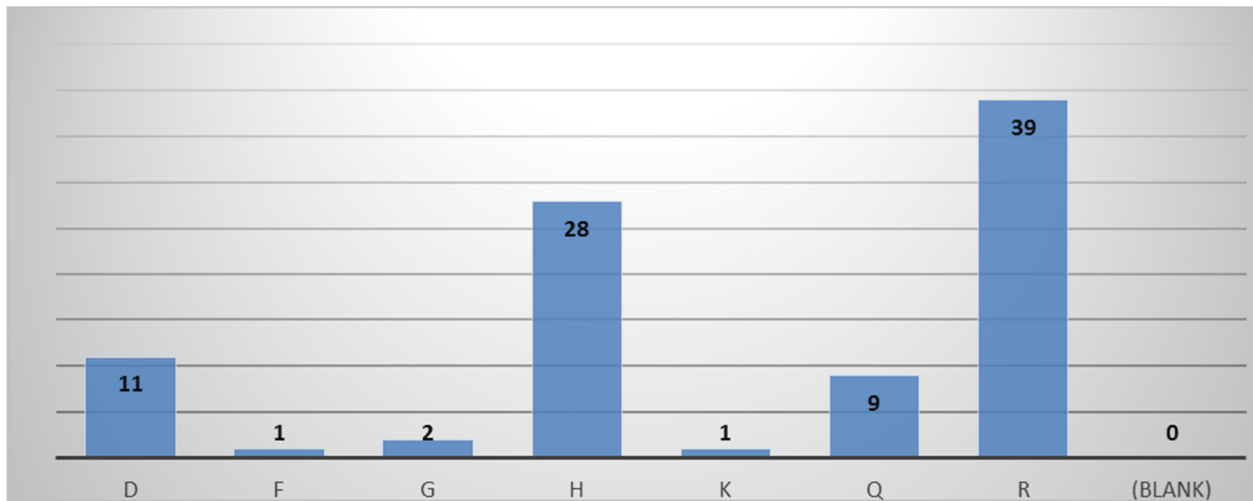
The Special Education School designation provides additional funding per eligible student. This additional funding continues to positively impact the school's ability to meet the learning/social emotional/mental health needs of each student.

The school staff uses an attachment based, trauma informed model of practice to help to create a sense of belonging for each youth to the school which is viewed as physically and emotionally "safe" and conducive to learning.

HIGHLIGHTS

In the 2017-2018 school year there were 101 FTE confirmed by the auditor at the end of the school year, an increase of 19 FTE from last year. One FTE is equivalent to one student attending over 600 hours. This increase in enrollment was significant. The following two tables below illustrate the designation count during the school year in addition to a breakdown of Psychological Designation per Educational designation.

Designation Count Annual Report (2017-2018)



Psychological Designation (Annual Report 2017-2018)

Designation	Anxiety Disorder	Depression Disorder	Attachment Disorder	OCD	ODD	ADHD	LD	Autism	Chorionic Health	FASD
R	24	6				1	3		2	
H	15	2	2	1		7	3		4	
D	5	2	4		1	4	3			5
Q	2					1	8			
G			1			1		3	1	
F									1	
Total	46	10	7	1	1	14	17	3	8	5

In November of 2017, the school underwent Monitoring Inspection by the Ministry of Education Independent Schools Program. Overall the Inspector commended the administration for its preparation for the meeting. The subsequent discussion “rendered a positive overview of the administrative and student safety procedures, educational program and school facilities.” Items that needed to be addressed were water quality testing, a policy for re-testing, an update of the Emergency Management Guide, development of anti-bullying teaching strategies and teaching program, development of an anaphylaxis policy and completion of ERASE Level One and Two training by two staff members.

The main focus of 2017-2018 school year was implementation of the Grade 10 re-designed curriculum and the migration of the school operations from a paper-based

system to My Education BC program. As a result, parent/guardians now receive electronic attendance/late notices and memos from the school. All school data is now online. Next year, term reports will be completed and sent to parents using My Education BC Program.

The Principal continued to attend the Royal City Rotary Club early morning meetings on a weekly basis. She was also an active member of the Pot of Gold Golf Tournament and a member of the Century Ride Heritage Bike Ride event. Purpose Secondary School is a major cash donation recipient from both of these events. While the donation from the Pot of Gold Golf Tournament supports the Hot Breakfast and Hot Lunch Programs, the funds from the Heritage Bike ride has been earmarked to start a school library.

The Meat Draw was more popular than ever with all staff volunteering one Saturday afternoon once every eight weeks at the Paddle Wheeler Pub in New Westminster. The funds raised go directly to support the hot breakfast and lunch programs.

In May of 2017, the Principal was chosen to attend a two day Ministry of Education School Community Mental Health Conference in Richmond. The conference focused on “building the capacity of school-community teams who support child and youth mental health in their region, with an emphasis on prevention and early intervention.” Attending the conference were youth, school districts, sector partner organizations, ministry partners and national experts. One huge takeaway was the August launch of an evidence-based Mental Health Literacy Curriculum nationwide. Implementation of this curriculum will be explored in the new school year for our school.

At the request of the grad class, a professional photography studio was found to take professional graduation photographs. In the spring, all 29 students were transported to the studio of Gabor Gasztonyi Photography in New Westminster over the period of two weeks. Gabor went out of his way to ensure each grad was special. Undivided attention was given to each student to create graduation pictures that were very special and perfect in every way. Gabor was able to offer a very reasonable rate and the pictures were outstanding. All parents were thrilled to have this opportunity to purchase pictures of their graduate.

In June of 2018, there were a record number of graduates – 29 in total. Their graduation was celebrated at the Diamond Club at SFU. It was an emotional and very proud moment for graduates and their families, friends and staff. We are very appreciative of the generosity of the funding of the student scholarships by the Board of Directors, the Royal City Rotary and businesses.

In late June and extending into July a major school clean up and re-organization occurred in preparation for school painting. There were significant number of man hours dedicated to this endeavor.

PERSONNEL

During July and August of 2017 seven new staff – 4 teachers, 1 youth care worker, 1 educational assistant, 1 Administrative Liaison were successfully hired and provided orientation and training. Throughout the school year professional development included the Neuro-Science of Attachment, Curriculum and Assessment, trauma informed practice and a two days at the Alternate Education Challenge and Change conference. In addition, the Principal and Counsellor attending ERASE safe schools training Level 1.

The school staff all demonstrated over the school year a very commendable degree of commitment graduating 29 students and maintaining a high level of enrollment and student retention during the school year. Despite all the changes and challenges of supporting youth with significant challenges, staff worked very hard to create a new school community where all students felt a sense of belonging and trust - a safe place to learn. All staff felt a sense of team and were highly supportive of one another. In the middle of the school year, an Educational Assistant was hired to support student learning. At the end of the school year, one staff left the school team to work as an elementary teacher in another independent School. Going into the 2018-2019 school year, there is a high functioning, stable, very committed school staff team in place.

PARTICIPATION

Throughout the course of the school year, there were many curricular and extra-curricular activities planned. The Art program participated in three workshops at the Vancouver Art Gallery. Outdoor Education students visited the Reifel Bird Sanctuary and Burnaby Lake, explored the Watershed Park, Burnaby Lake and hiked Quarry Rock. There was the viewing of films at the Vancouver Film Festival, a visit to the Vancouver Aquarium, a full day school wide trip to the Royal BC Museum in Victoria and an overnight Grad activity at Camp Capilano. As well, female students attended the 'Women in Trades' Conference in Abbotsford. During the year, in-school presentations included Pacific Assistance Dogs.

Student participation in the free hot breakfast and \$4 subsidized hot lunch program continues to increase and there were greater number of incidences where lunch costs were waived due to student inability to pay.

Many students throughout the year were recognized. Twenty-six students were recognized for perfect attendance receiving a Purpose ball point pen, Spaghetti Factory dinner and a movie. There were thirty-one students on the Honour Roll recognized for academic performance and each week one student was chosen as Student of the Week receiving a Purpose ball point pen and \$5 Timmy's Gift Card.

VISION

There continues to be a number of students who are struggling to meet basic needs such as food, safe shelter and clothing. The school remains firmly committed to helping these students have their basic needs met.

As a supportive and caring school, we continue to provide support to the students through access to a free Breakfast program and free or affordable School Lunch Program, support in providing transportation to school and even provide casual labour opportunities to students who need to by shoes and clothing. There is also a food cupboard stocked in Student Services that students can access anytime should food security be an issue.

Where the school is unable to meet the needs of our students, we continue to utilize the vast host of services available through Purpose Society and local communities.

STRIDE WITH PURPOSE ANNUAL REPORT **April 2017 - March 2018**

OVERVIEW/IGHLIGHTS

Stride with Purpose (Stride) is a community health program which provides services and supports for people living with, or at risk for HIV and/or HCV, as well as people who use drugs. Funded by Fraser Health Authority, Stride exists as part of BC's province-wide STOP HIV initiative, along with services related to the health authority's regional harm reduction strategy. Stride takes a social determinants approach in promoting the health and wellness of those who we serve by offering a continuum of services.

Fiscal 2017 – 2018 witnessed the severity the overdose public health crisis increase dramatically in the Fraser region. In response, the Stride program was granted additional outreach resources to provide frontline supports for people at risk for overdose. These resources allowed Stride to increase our outreach hours, and

enhance our ability to provide service in cooperation with people with lived experience. This period also saw a challenging regional restructuring of the STOP HIV program by the health authority. Among other changes, this restructuring involved in a shift in funding priorities, along with a public tender of all community HIV case management services. The result was an elimination of 2 positions, and the creation of one new position in the Stride program.

In October 2017, Stride secured funding to double our outreach capacity, from 1 FTE to 2 FTE. This increase has allowed us expand Health Van service to 7 days per week, along with evening and late-night coverage. This expanded service has proven extremely popular with clients, and has been successful at engaging individuals who were formerly underserved by our previous schedule. Additionally, these new resources have freed up our daytime outreach staff person to pursue increased community engagement, with many new relationships created and existing ones strengthened.

Also in fall 2017, Stride received additional funding to expand our peer initiatives and increase partnerships with people with lived experience. This enhanced peer program sees Stride partner with people who use drugs to provide harm reduction services to their peers networks and wider communities. Peers are responsible for distributing harm reduction materials, including safer smoking, safer injection, and safer sex supplies. Peers also provide training on overdose prevention and response, including the distribution of naloxone kits. Finally, peers collect and return used sharps, along with regular sweeps of their neighbourhoods to retrieve improperly discarded syringes.

As Fraser Health Authority moved to restructure STOP HIV services, two unique positions within the Stride program were eliminated as part of a regional harmonization of contracted services. The Communications, Education, and Training Liaison position was discontinued in fall 2017. The result was a decrease in Stride's capacity to facilitate workshops and trainings, and engage in collective advocacy. In early 2018, funding for the Stride Support Worker position was also discontinued. Consequently, the remaining program staff became responsible for taking on additional basic logistical and support tasks.

Following a lengthy public tender and funding application process, Stride was pleased to learn in spring 2018 that we would be retaining funding for both of our Case Manager positions. Owing to our reputation for providing high quality services for newcomers affected by HIV, a newly created position, Newcomer HIV Prevention Case Manager, was also awarded to Stride. This program will work to provide supports to HIV-negative newcomers who demonstrate elevated risks of contracting the illness, including access to PrEP (a pharmaceutical prophylaxis effective at preventing HIV infection). This

position will also work on a population approach, providing prevention-related trainings and workshops to newcomer groups.

In June 2017, Stride launched a no-fee counselling service, in partnership with Moving Forward Family Services. Under this arrangement, the general public is invited to access weekly counselling sessions from Masters-level counselling students, at no cost. Purpose provides the space and promotion, while Moving Forward provides the clinical supervision. This collaborative program has helped to address an important gap for individuals who might otherwise face financial barriers to counselling services. The program is now at full capacity, and we are working recruit additional counsellors in an effort to expand availability.

PERSONNEL

Between April 2017 and March 2018 Stride with Purpose consisted of six employees:

STOP HIV Team Leader (full time) – Oversees daily operations of the program under close supervision of the Program Director.

STOP HIV Liaison – Case Manager (full time) – Provides case management services to adults and/or youth living with HIV/AIDS, and/or HCV.

STOP HIV Liaison – Immigration Case Manager (.8 FTE) – Provides case management services to newcomer adults and/or youth living with HIV/AIDS, and/or HCV.

STOP HIV Outreach Worker (full time) – Provides harm reduction-based outreach services from the Stride Health Van to individuals who use drugs or engage in high-risk sexual activities. Staff expanded to 2 FTE in October 2017.

STOP HIV Liaison – Communications, Education, and Training (full time) – Provides prevention-focused training, education and programming to the community, with the aim of reducing HIV/HCV incidence and promoting safer practices. This position was eliminated due to funding restructuring in fall 2017.

STOP HIV Support Worker (full time) – Provides supportive services to clients and staff, oversees the drop-in and nutritional supports components of the program. This position was eliminated due to funding restructuring in February 2018.

OUTPUT/OUTCOMES

Harm Reduction

A major component of the Stride program is the provision of harm reduction services in the North Fraser Health region. Services are provided through our mobile Health Van unit, a fixed site at our main offices, a network of Peer Workers, as well as our Satellite Site partner agencies.

During the past year, the main focus of Stride's outreach work has been the expansion of services through the hiring of additional part-time staff and increased service hours. Considerable time and resources were also devoted to recruiting, training, and supporting a peer network throughout our catchment area. Both of these efforts have resulted in both qualitative and quantitative improvements to our outreach services.

	2017-2018	2016-2017
Harm Reduction Client Interactions	10,083	10,455
Needles Distributed	250,694	278,460
Needles Returned	213,016	183,620
Exchange Rate	84%	65%

Case Management Client Interactions and Transportations

On average, the Stride Team saw 67 unique individuals monthly for drop-in or case management services, a figure similar to the previous fiscal year. During this time, there were 234 instances of staff taking direct action on behalf of clients to support individuals on issues relating to government ministries, mental health and substance use services, social services, primary care, or housing. This includes assisting with tasks like applying for social assistance, securing housing, arranging medical care, or providing a referral to substance use treatment. In addition to this figure, there were over 4000 client interactions logged by Support or Case Management staff during the period under review.

Clients by status (monthly average):

	2017-2018	2016-2017
People living with HIV	22	19
People living with HCV	41	42
People with Dual Diagnosis	4	5

Stride provides transportation and accompaniment to medical appointments for clients with mobility challenges or who face barriers to care. Transportations are part of our strategy to promote treatment adherence, health, and wellness for the people we serve. In this reporting period, staff provided a total of 34 transportations.

Drop-in, Food Bank and Meals

Stride with Purpose provides drop-in services to clients 3 days per week. During this time, individuals can access our Case Managers, resource room, shower and laundry services, as well as the weekly food bank, hot meal program and other nutritional supports.

Food Bank & Lunch Program Figures:

Food Bags: 464 total (42 per week average)
Meals: 1433 total (110 per month average)

VISION

During the upcoming year, Stride will work to enhance existing services, and seek additional opportunities to engage the communities where we work and the people that we support.

- Developing, launching, and growing the Newcomer HIV Prevention Support Program.

- Collaborating on local strategies to address the overdose epidemic through the facilitation of an Overdose Dialogue event; the founding and co-chairing of a New Westminster Overdose Committee; hiring of additional staff to coordinate community approaches; and the recruitment and orientation of an overdose-focused peer network.
- Pursuing opportunities for additional on-site clinical collaborations to remove barriers to accessing treatment for drug use, HIV, and HCV.

NEW WESTMINSTER RENT BANK ANNUAL REPORT

April 1, 2017 – March 31, 2018

REPORT SUMMARY

This report details the New Westminster Rent Bank's (NWRB) first year in operation, since its launch on June 19, 2017. Included are figures for the first 12 months of operation (from launch until June 30, 2018), as well as the first fiscal year of operation (from launch until March 31, 2018).

The NWRB is designed to provide low-cost loans to residents of New Westminster who are at risk of eviction or disconnection of essential utilities due to a temporary and unexpected financial crisis. The program is funded to operate 2 days per week, on Tuesdays and Thursdays out of the Purpose Society in downtown New Westminster. Applicants can borrow up to \$1,000 for rental arrears or damage deposit on a new rental and \$500 for essential utility arrears.

The NWRB has experienced an extremely successful inaugural year. The program provided loans to 29(22) individuals, couples and families in New Westminster¹. The repayment rate was quite favourable, with 78%(59%) of dollars repaid on-time, as expected. The program dispersed a total of \$23,446(\$17,487) in loans, and recouped \$4,691(1989)

The NWRB would like to acknowledge the generous support of our funders. The NWRB's operating expenses are provided by the City of New Westminster. Financial support for the loan capital is provided by a selection of local credit unions, including VanCity, Community Savings, GVC Credit Union, Coast Capital Savings, G&F Financial, and Westminster Savings. Additional financial support is provided by the New Westminster Homelessness Coalition Society. Thank-you to the volunteers on the NWRB Loan Committee for their involvement and hard work.

Full program details, including pre-assessment forms can be downloaded from the NWRB website:

<http://www.purposesociety.org/events/categories/family-programs/rent-bank/>

PROGRAM DESCRIPTION

The first point of contact for potential borrowers is to self-complete a pre-assessment screening form. This tool is designed to screen out applicants who do not meet the NWRB program criteria. All individuals who complete a pre-assessment are contacted by the Rent Bank coordinator, regardless of their eligibility.

Clients who do not meet eligibility requirements are offered a referral to other housing resources in the community. Frequent reasons for ineligibility include:

- Not a New Westminster resident
- No regular source of income
- Living expenses regularly exceed income (not a temporary crisis)

Clients who meet basic eligibility requirements are invited to complete a full loan application package. The Rent Bank Case Manager will assist clients in completing the loan application, which often requires supporting tenancy and/or financial documents. All completed loan applications are submitted to the external Rent Bank Loan Committee for review and decision. This committee is comprised of 1 representative each from the City of New Westminster, a local financial services firm, and the community.

Successful applicants are issued a cheque to their landlord or utility company in 1 – 2 days. For unsuccessful applicants, referrals are offered, along with an explanation and an invitation to resubmit an application addressing the concerns of the Loan Committee. The reasons for not approving an application are typically varied, but commonly involve concerns about the applicant's ability to repay the loan, and the inability of the loan to stabilize the housing situation for 90+ days.

All borrowers consent to the NWRB making monthly deductions from their bank account or social assistance/PWD cheque. Loans are repaid over a maximum of 2 years. Monthly payments are not to exceed \$45/month. Borrowers are able to request deferral of payments without penalty. For accounts that are delinquent, the Case Manager will follow up by phone and email to check on the status of the borrower and request payment.

QUARTERLY SUMMARIES

For a glossary of terms, refer to Appendix A.

July – September 2017

Pre-Assessment & Loan Information July - September 2017					
Quarterly Total Pre-Assessment	Eligible	Applied	Loans Issued	% Issued from total Pre-assessments	Quarterly Total (\$)
38	16	14	9	23%	\$7,460

October – December 2017

Pre-Assessment & Loan Information October – December 2017					
Quarterly Total Pre-Assessment	Eligible	Applied	Loans Issued	% Issued from total Pre-assessments	Quarterly Total (\$)
18	12	9	5	27%	\$2,727

Repayment Information Oct – December 2017				
# Repayments scheduled	# Repayments Received	Repayment Total Oct – Dec 2017 (\$)	Expected Repayment (\$)	Repayment Rate by \$ (%)
20	16	\$901	\$1,341	67%

January – March 2018

Pre-Assessment & Loan Information January – March 2018					
Quarterly Total Pre-Assessment	Eligible	Applied	Loans Issued	% Issued from total Pre-assessments	Quarterly Total (\$)
20	18	13	8	40%	\$7,298

Repayment Information January – March 2018				
# Repayments scheduled	# Repayments Received	Repayment Total Oct – Dec 2017 (\$)	Expected Repayment (\$)	Repayment Rate by \$ (%)
40	25	\$876	\$1,621	54%

April – June 2018

Pre-Assessment & Loan Information April to June 2018					
Quarterly Total Pre-Assessment	Eligible	Applied	Loans Issued	% Issued from total Pre-assessments	Quarterly Total (\$)
14	14	8	7	50%	\$5,959

Repayment Information April to June 2018				
# Repayments scheduled	# Repayments Received	Repayment Total Oct – Dec 2017 (\$)	Expected Repayment (\$)	Repayment Rate by \$ (%)
67	46	\$2,702	\$2,618	103%

ANNUAL SUMMARIES

12 Months (Launch – End of June 2018)

Pre-Assessment & Loan Information: 12 months (Launch – End of June 2018)					
Total Pre-Assessment	Eligible	Applied	Loans Issued	% Issued from total Pre-Assessments	Total to date (\$)
96	58	47	29	30%	\$23,446

Repayment Information: 12 months (Launch – End of June 2018)		
Repayment Total (\$)	Expected Repayment (\$)	Repayment Rate by \$ (%)
\$4,691	\$6,013	78%

Fiscal 2017-2018 (Launch – End of March 2018)

Pre-Assessment & Loan Information: 2017-2018 Fiscal (Launch – End of March 2018)					
Total Pre-Assessment	Eligible	Applied	Loans Issued	% Issued from total Pre-Assessments	Total to date (\$)
82	46	38	22	26%	\$17,487

Repayment Information: 2017-2018 Fiscal (Launch – End of March 2018)		
Repayment Total (\$)	Expected Repayment (\$)	Repayment Rate by \$ (%)
\$1,989	\$3,395	59%

YEARLY OVERVIEW

12 Months (Launch – End of June 2018)

Contributions in	\$ 45,500
Loans out	\$ (23,446)
Repayments	\$ 4,691
Cash available for loans	\$ 26, 745

STATS	
Repayment Rate by \$ (%)	78%
Recouped dollars	20%
Average loan	\$ 808.50
Loans made	29

2017-2018 Fiscal (Launch – End of March 2018)

Contributions in	\$ 41,500
Loans out	\$ (17,487)
Repayments	\$ 1,989
Cash available for loans	\$ 26, 002

STATS	
Repayment Rate by \$ (%)	59%
Recouped dollars	11%
Average loan	\$794.86
Loans made	22

REPAYMENT TRENDS

The repayment rate for the NWRB at the end of the fiscal year was 59%, and reached 78% after 12 months of operation. The repayment rate is defined as the percentage of dollars repaid from borrowers on-time, as expected.

In May 2018, a borrower unexpectedly repaid a large outstanding balance in a lump sum, leading to a 166% repayment rate for that month. In turn, this anomalous situation positively influenced the overall 12 month repayment rate. It can be expected that the 12 month repayment rate will decline from 78% in subsequent years. However, the fiscal year-end repayment rate of 59% is comparable to other rent banks in BC.

Repayment figures from Launch to June 2018 are as follows:

2017	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Monthly Expected Repayment	NA	NA	\$432.34	\$432.34	\$432.34	\$477.14
Monthly Actual Repayment	NA	NA	\$211.67	\$293.09	\$153.34	\$455.24
Recovery Rate	NA	NA	49%	68%	35%	95%

2018	JAN.	FEB.	MARCH	APRIL	MAY	JUNE
Monthly <u>Expected</u> Repayment	\$493.81	\$545.17	\$582.67	\$624.34	\$951.08	\$1,042.74
Monthly <u>Actual</u> Repayment	\$266.81	\$325.40	\$283.90	\$521.52	\$1,577.95	\$603.06
Recovery Rate	54%	60%	49%	84%	166%	58%

PROGRAM SUSTAINABILITY

The NWRB is considering a number of different strategies to promote program sustainability. With all rent banks, non-performing loans deplete the pool of lending capital over a period of time. In a standard financial organization, this shortfall is addressed by levying interest and not extending credit to risky borrowers. Options such as fundraising and grants are available to help off-set shortfalls. The NWRB is also interested in working with the City of New Westminster to explore alternative funding streams, including possible arrangements with property development firms.

	Previous 6 months of data	Previous 12 months of data
Cash Available	\$ 26,745	\$ 26,745
Average loan value / month	\$ 2,209.70	\$ 1,874.37
Average loans made / month	2.50	2.33
Average payment / month	\$ 596.44	\$ 469.20
Average loan value	\$ 883.88	\$ 803.30
Average cash inflow (outflow) / month	\$ (1,613.26)	\$ (1,405.17)
Months remaining until initial loan capital depleted	16.58	19.03

PROGRAM UPDATES

- The NWRB welcomed a new Case Manager in June 2017, Rosemary Sojka. Rosemary has replaced previous Case Manager Milica Pavlovic.
- The Loan Committee continues to meet – based on applications and need – on Tuesday afternoons with availability throughout the week when needed. The New Westminster Rent Bank continues to operate on Tuesdays and Thursdays.
- Referrals are made to other resources when applicable, including financial counselling at VanCity Credit Union; BC Housing; Fraserside Community Services; Seniors Services Society; and Lookout Society.
- Program sustainability will be an area of particular focus for the upcoming year, with efforts being directed towards securing additional funding for lending capital.
- Efforts are underway to enhance the NWRB's profile. Presentations are being developed and will be offered to area organizations and agencies to promote a wider understanding of the services offered by the program.
- The NWRB is currently collaborating with a student researcher from Carlton University on a program evaluation. The NW Rent Bank has also engaged with a consultant from VanCity as part of a province-wide examination of rent bank best practices.
- There appears to be considerable interest in replicating the success of this program in other regions. The NWRB has responded to a number of enquiries

APPENDIX A: GLOSSARY OF TERMS

Repayments received: Total number of individual repayments of any amount received from all borrowers during period. Difference *from # Repayments Scheduled* is due to NSF, closed bank accounts or deferred payments.

Repayments scheduled: Total number of individual repayments expected from all borrowers during period.

% Issued from total Pre-Assessments: Percentage of successful applicants issued loans, out of total number of pre-assessments received during period.

Applied: Number of applications received by NW Rent Bank during period.

Eligible: Number of pre-assessment forms received by NW Rent Bank that met eligibility criteria during period.

Expected Repayment (\$): Total amount of dollars expected to be paid by all borrowers during period. Difference from Repayment Total (\$) is due to NSF, closed bank accounts or deferred payments.

Loans Issued: Number of loans issued by NW Rent Bank during period.

Recouped dollars: Percentage of all dollars loaned to borrowers during period that were paid back during period, regardless of when money is/was due.

Repayment Rate by \$ (%): Total percentage of all dollars owing repaid when expected during period. Calculated by Repayment Total / Expected Repayment.

Repayment Total (\$): Total amount of dollars repaid by all borrowers during period.

Total Pre-Assessment: Number of pre-assessment forms received by NW Rent Bank during period.

Total to date (\$): Total amount of dollars loaned by NW Rent Bank since inception.

LOCAL IMMIGRATION PARTNERSHIP ANNUAL REPORT

April 1, 2017 – March 31, 2018

The Local Immigration Partnership (LIP) is a federally-funded initiative through which agencies, organizations and community members work together to improve outcomes for newcomers. LIP includes representatives from municipal, provincial and federal government, settlement and service-provider organizations, employment agencies and associations, the public library, school district, Fraser Health and others.

Funding is provided by Immigration, Refugees, and Citizenship Canada (IRCC). Purpose Society hosts the funding, and provides a Coordinator who facilitates with coordination and organizational support.

Participation is open to those who want to create a more welcoming and inclusive community where all feel welcome and valued. Some activities for 2017-2018:

- LIP affected policy change. For example, there is a need for space for local faith-based organizations without property or designated place of worship, but zoning for faith institutions is difficult. The City made changes to permit places of worship on upper floors of commercial units.
- Housing stability must often be tackled by service providers before they can address the complex issues they are mandated to address. There is a need for outreach support to assist service providers and to connect with landlords and property management. In response, the City is proposing a position to respond to homelessness, housing and other social issue inquiries.
- Involved with creating Fraser Health Authority's Multicultural Playbooks.
- Partnered with the City to plan and implement Newcomer Connect Day (Healthier Community Funding Stream Grant) around resources and social connectedness. About 300 people attended.
- Provided "just the facts" to the Chamber of Commerce membership about the benefits of hiring newcomers. For example, "33% of New West's population understand more than one language. Hiring skilled workers fluent in other languages can broaden your ability to communicate with customers and clients and help you tap into new markets."
- Developed *Community Protocol Response to Hate Crimes and Acts of Discrimination*.

- Received a Vancouver Foundation grant to develop community awareness around the discrimination that newcomers and others living in a diverse society face on a regular basis.
 - Participants were asked to write down on one side of an index card a prejudice that they had heard or felt against themselves, and on the other side a bias that they may have themselves. Then they were invited to throw it in a bin: *Trash you Prejudice!* At the end of the first year LIP created a display called ***Look what we've trashed in New West!***
 - The *Trash* project appeared at Canada 150 Celebrations, parents of children with autism group, Seniors Set No Limits Festival, and Newcomer Connect Day. It presently lives at Family Services in reception, and will appear at a MOSAIC's Youth Circle, a seniors' festival at Century House and Queensborough's Diwali Festival.
- Response to prejudice: A Multicultural Grant was received from British Columbia Community Gaming Grants Branch for a "Speak up/ Speak out" forum and resources to empower and educate victims and witnesses of hate crimes and incidents about how to safely speak up about acts of hate, bias and prejudice. This project will be carried out in the 2018-19 fiscal year.

VOLUNTEER PROGRAM ANNUAL REPORT

January 2017 to December 2017

The object of the Purpose Volunteer Program is to provide meaningful volunteer opportunities that enhance the mission of the society.

"The Purpose Society aims to enhance personal well-being, strengthen family functioning and increase personal responsibility, confidence and healthy decision making".

Staff and volunteers work together to create healthy environments and positive experiences for clients.

Purpose Society volunteers and practicum students donated 4,414.41 hours in the Purpose School, Reception, Family Programs, Youth Clinic, Health Van, Stride Program and the Childcare Centres during 2017.

This is the fourth year volunteer hours have decreased for the following reasons:

- The Childcare Centres limited the number of practicum students and their hours in each center due to the time and support commitment required. This resulted in a significant decrease in the number of hours.
- Reception hours are down as the volunteer was hired. At present we are unable to have any reception volunteer due to lack of space.
- The School hours are lower as a long-time volunteer left. Also, the school did not host a practicum student.
- The Stride Programs have decreased as a long-time volunteer left along with a health van driver.
- The Burnaby Youth Hub did not host a practicum student.

Every year a survey is given to volunteers to learn what we are doing right and what needs to be improved. Purpose's goals are to provide volunteer with meaningful positions, to be appreciated and be a part of the team. The surveys help to achieve our goals.

Volunteer Surveys were sent out to 20 current volunteers, 11 were returned completed. 7 surveys were sent to volunteers who volunteered in 2017 and 0 were returned completed.

91% of the volunteers indicated they felt welcomed, **63%** of the volunteers felt that they made a difference and **100%** felt that they have been given enough direction and support from the staff while volunteering.

Some suggestions to enhance the volunteer experience were: T shirts and appreciation from Purpose. Also, volunteers should be given gift cards, reward and small gifts.

It has been a challenge to organize a volunteer appreciation event that all volunteers can find time to attend. Once a year program staff take time to say thank you to their volunteers by hosting a gathering with clients which include sharing cake and the volunteer receiving a coffee card.

Currently we recognize volunteers by providing them with a coffee card, and in the past have given pens, banks, journals, book marks and Purpose hats. Volunteers are invited and encouraged to attend the Purpose Christmas Brunch. We are always looking for ways to recognize volunteers and will continue to do so.

The 2017 Hamper Program ran smoothly with staff working alongside volunteers, 27 volunteers contributed 119 hours to help move, organize and deliver 113 hampers.

A few Volunteer "Aww" Moments from staff:

Debbie, Stride program volunteer, celebrated her 10th year volunteering at Purpose. Over those 10 years, Debbie has dedicated 976 hours to supporting programs at Purpose, and has touched countless lives along the way.

Lida, a volunteer in our low barrier clinic and recent immigrant from Iran, celebrated her acceptance into UBC medical school by taking the day off work and treating staff to a range of Persian sweets. Lida explained that the people at Purpose were some of the first that she knew in Canada outside of her family, so she felt quite fond of the organization and wanted to share her success.

June helps prepare light lunches on Mondays for Pitter Patter. When a couple of the families come down the stairs every Monday, you can hear their toddlers calling out “Grandma June, Grandma June!” upon which, June pops her head out of the kitchen window and gets huge smiles and gleeful expressions.

June is always down on the floor playing with the babies and toddlers. You often see the babies’ crawling into her lap or toddlers coming up for hugs.

Words of wisdom from Carolyn to a Mom: One morning during check-in at Family Circle one of the mom’s was very anxious about her hair colour and cut. Didn’t matter what Bilquis or I said it was weighing heavily on Mom and she wouldn’t stop talking about it. Carolyn walked by, made a comment on what she should do and immediately the hair concern was resolved. Next week mom came to FC with Carolyn’s suggestions and looked great!

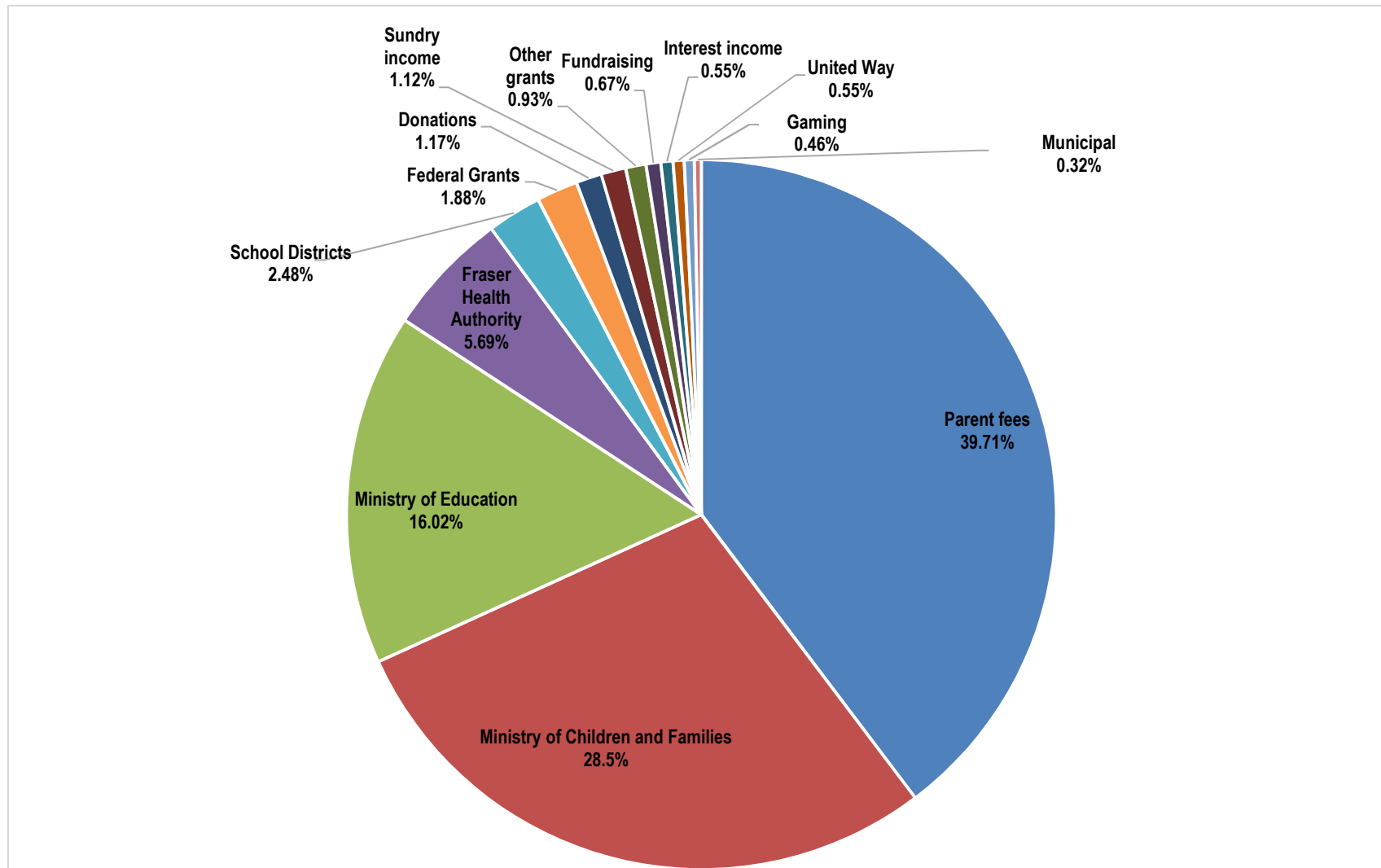
Carolyn always has a small group of children around her reading stories, playing games or getting hugs. The children are very comfortable with Carolyn and want to hang out with her.

Purpose Volunteers are the best!

LMPS FUNDING SOURCES 2017– 2018

Parent fees	2,482,720	39.71%
Ministry of Children and Families	1,782,183	28.50%
Ministry of Education	1,001,817	16.02%
Fraser Health Authority	355,785	5.69%
School Districts	155,000	2.48%
Federal Grants	117,485	1.88%
Donations	73,237	1.17%
Sundry income	70,307	1.12%
Other grants	58,146	0.93%
Fundraising	42,062	0.67%
Interest income	34,444	0.55%
United Way	31,110	0.50%
Gaming	28,676	0.46%
Municipal	20,000	0.32%
Total	\$6,252,972.00	100.00%

LMPs Funding Sources 2017– 2018



LMPS EXPENDITURES 2017– 2018

Program Costs	786,467	14%
Facility Costs	451,672	8%
Wages and Benefits	4,531,723	79%
TOTAL	6,252,972	100.00%

