



Sunshine Coast Community Services

Caring since 1974



ANNUAL REPORT

2018 - 2019

AN ENGAGED, HEALTHY AND THRIVING COAST

Message from the Board President

Sunshine Coast Community Services Society launched its Strategic Plan in summer 2017, outlining our vision for an engaged, healthy, and thriving Coast. Since then, we've seen real traction throughout the organization. This is not a strategic plan gathering dust on a shelf, this is a permanent filter through which we view our activities, programs, and services.

With the roadmap to 2021 mapped out, the Board and Senior Leadership teams met in November 2018 to chart our progress and identify risks that may impede our ability to reach our destination. Five major threats were identified, and we are currently working together to create ways to mitigate these. I would like to highlight a few examples our team identified.

Our investigations revealed we are facing a serious labour shortage on the Coast. Community Services' highly skilled staff are difficult to replace at the best of times. Longer times to recruit and replace qualified staff means a heavier load for the remaining employees, and increased potential for staff burnout.

Funding remains a constraint. While we receive government funding for specific programs, we have great difficulty finding unrestricted funds we can use to enhance our management of the organization – one of the largest employers on the Coast with 82 staff.

We recognize the Coast's increasing reliance on donations and the resultant donor fatigue. We must find ways to reduce our dependence on single-source funding, and devise innovative ways to create additional revenue streams.

Succession planning and technology are also in our focus. How do we ensure the sustainability of the organization beyond the tenure of the current leadership and Board?

We have great minds on the Board and Senior Leadership, committed and passionate employees, and a growing community awareness of our contributions to the most vulnerable populations on the Coast. Together, we are developing ways to mitigate potential risks and remove those obstacles from the road to the future.



Sue Anne Linde,
President
Board of Directors



THE BOARD OF DIRECTORS 2018-2019

Sue Anne Linde, *President*
Jason Winkler, *Vice President*
Richard Melville, *Treasurer*
Sue Lowell, *Director*

Penny Stewart, *Director*
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Jan Holt, *Director*



A message from the Executive Director

It's true that what really matters is the role we play ensuring the most vulnerable, and the most disenfranchised are seen, valued, and supported. For over 40 years that has been the invaluable contribution that Community Services has made to this community. As one of the largest non-profit organizations on the Coast we provide programs that support individuals and families in times of crisis, supporting them to stabilize and rebuild their lives. We know that we cannot do this alone and we are grateful to live in a community that not only understands the need to support those in crisis but also that we are all interconnected with each other and with the environment. This leads to an understanding that we all have a role to play in supporting the overall health and well-being of the Coast.

As you read through this report you will see this evidenced as we worked with community to respond to a 30% increase in the number of individuals, mostly children and seniors, who needed the support of the food bank to meet their need for healthy and nutritious food. You will see the implementation of the Move and Play Program which responds to the need for connection and engagement by inviting seniors to become an integral part of our parent and tot drop in programs; decreasing isolation and building intergenerational relationships. We also highlight our partnership with Sunshine Coast Credit Union and the Cooperators to implement the Keeping People Housed initiative providing zero interest loans to individuals and families at risk of eviction or utilities disconnection.

Guided by our strategic plan, this past year also saw us investing in our organization, building strong and sustainable infrastructure. Strong infrastructure ensures we offer programs and services that will have the greatest impact, that we manage risk well, and we remain compliant with the legal bodies and standards that govern our work. Some highlights of this investment included accessing

capital funding from BC Housing to make much needed repairs and renovations to Yew, Thyme and Arrowhead Clubhouse; developing an electronic quality improvement process to document our impact and continuously improve our programs; developing new processes to increase our internal collaboration and communication; replacing and upgrading our technology; reviewing our compensation and benefit program to ensure that we have a plan to provide competitive compensation, professional development and a work environment that supports learning and motivates staff.

We strive to be an organization that the community can rely on, partner with and have confidence in; whether you access our services, work for us, volunteer with us or make a financial contribution to our work. These planned investments supports us to be just that.

We are now in a solid position to move forward on some very exciting projects that will benefit the Sunshine Coast for many years to come. Affordable housing for women and children, building health and community through the power of food and improving the health and wellness of families.

It's been a great year and we are excited about what is to come. Keep reading to learn how you can join us on this journey.



Catherine Leach,
Executive Director

DIVERSITY STATEMENT

Sunshine Coast Community Services Society recognizes its responsibility as a leader in supporting a community that respects diversity and fosters social inclusion. The Society strives to deliver inclusive service, affirming the dignity of those we serve regardless of heritage (race, ethnicity, culture, nationality, linguistic origin, place of origin, citizenship, colour, ancestry), education, beliefs, creed (religion, faith, spirituality), gender, gender identity, age, sexual orientation, physical or mental health, physical or cognitive capabilities, socio-economic status and political belief.

Diversity enriches community and the Society is committed to respecting, appreciating and celebrating the diversity of our clients, employees, students, volunteers, members, donors, funders and all community partners. We strive to increase understanding and acceptance of each other, thereby making us more compassionate human beings and strengthening the fabric of our community.

VISION

An engaged, healthy and thriving coast

MISSION

Fostering social equity on the Sunshine Coast by creating opportunities for people to achieve their full potential.

VALUES

INDEPENDENCE

DIVERSITY

COMPASSION

RESPECT

SOCIAL JUSTICE

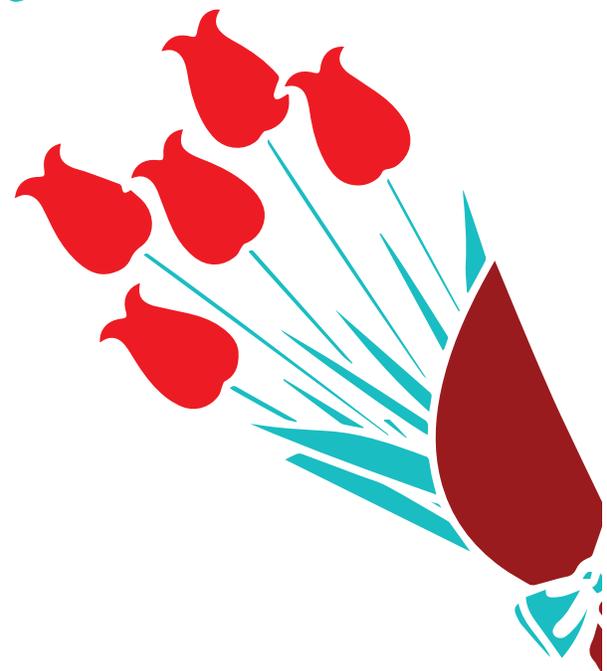
We are honoured to provide services on the unceded, ancestral and traditional lands of the Shíshálh (Sechelt) Nation and the Skwxwu7mesh Uxwumixw (Squamish Nation)





Thank you

To the members of the board, our dedicated staff, volunteers, donors and all of our community partners, it is because of your support and contributions that we are able to continue our important work supporting an engaged, healthy, and thriving Coast.



AN ENGAGED, HEALTHY & THRIVING COAST

Sunshine Coast Community Services Society has been making our community **stronger, safer and more resilient** since 1974. Our organization supports **over 5000** community members through **35 programs**.



312 pregnant women and new moms were provided with resources, support, and opportunities to connect with each other through their first year as parents at Bellies and Babies

80 seniors were able to live in their own homes, age with dignity, and stay connected with their community through the Better at Home program



1192 calls were made to our 24 hour access line from women seeking support, resources, or transition house access

6,998 meals were prepared by and served to members of Arrowhead Clubhouse throughout the year



1296 community members a month were provided with nutritious food, access to a nutritionist, and support from our Food Bank

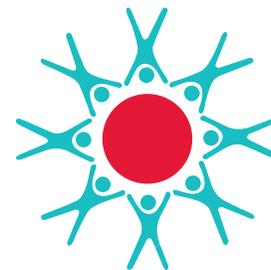
151 volunteers donated over 10,000 hours to support Community Services' programs and over 5,000 community members on the Coast



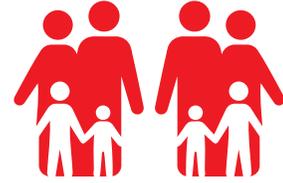
166 families were supported to make the best use of our Early Intervention programs to increase their knowledge, and learn skills that will promote the development of their child with special needs through Early Intervention programs.

Sunshine Coast youth contacted Community Services staff times when they needed someone to talk to or support in accessing local resources.

1900



225 families received support from individual counsellors to strengthen family life and lead to healthy child and family development



450 hours of direct service were spent with youth in care or living on youth agreements to support their transition to independent living

82 staff members supported children, women, seniors, families and community members to access services and resources to achieve their full potential



SCCSS is one of the ten largest employers on the Sunshine Coast

21% of employees have worked for SCCSS for over 10 years

39% of employees have worked for SCCSS for over 5 years



Serving the Sunshine Coast from Langdale to Egmont.



STRONGER, SAFER, MORE RESILIENT

THE FOOD BANK

In 2018, the Sunshine Coast Food Bank provided food to 1296 participants including 409 children and 213 seniors in our community. Food bank use increased more than 30% with an average of 140 households accessing support on a weekly basis.

Norm Blair and his team of 25 dedicated volunteers not only collect, sort, and distribute food but also ensure participants received care and support. Staff and volunteers listen, build relationships, and advocate for the community members who utilize the food bank to make ends meet.

"The food bank is very much a part of my life. It has not been an easy road raising my family in a very stressful situation. The people at the food bank are very generous with their time. They are very considerate and helpful with more than just providing food. They also lend an ear that has helped me get through some trying times. Inside the walls of the food bank I feel safe, respected and cared for"

– Program Participant

According to a participant survey, many participants are using more than half of their income to pay for accommodation. The majority of food bank participants are employed or receive income from disability or pension. It was also discovered that many participants faced challenges getting to the Food Bank during the regularly scheduled food distribution hours on Tuesdays and Wednesdays from 11am to 1pm. Many participants work day jobs and cannot take time off to get to the food bank on time.

As a response, the Sunshine Coast Food Bank extended its hours in April 2018 and created an evening time slot on Wednesdays from 4:30pm – 6:30pm to alleviate some of the stress and further their support for participants. Since the launch, the evening hours at the food bank has been accessed 960 times with participants reporting that the time slot was much appreciated and greatly received.

As a member of the Community Food Centers Canada, the Good Food Organization and FoodBanksBC, Sunshine Coast Food Bank strives to use a wide range of resources to meet our community members where they are at and provide support when it is needed most. By adjusting the hours of the food bank we were able to increase participants' access to healthy food which is a key component of food security.

People are considered food secure when they have availability and adequate access at all times to sufficient, safe and nutritious food to maintain a healthy and active life. SCCSS is looking to use food to build health and community through an organizational food security strategy. A goal of our strategy is to increase food literacy and food skills of our participants, volunteers and staff.



CONNECTIONS SUPPORT GROUP

WOMEN'S COUNSELLING PROGRAM

Women's Counselling is a free and confidential program to help women recover from the harm they have experienced and reclaim healthy satisfying lives. Often times, women whose lives have been touched by abuse, trauma and/or violence, feel alone and this can have an impact on current and future relationships.

In the past our Women's Counselling program provided support groups as research suggests that group work can be a powerful and effective way to reduce isolation, reclaim personal power, dignity and self-worth. However, due to a lack of funding support groups haven't been possible for a number of years.

In 2018, thanks to funding made available by Sunshine Coast Healthcare Auxiliary Women's Counselling was able to create the Connections Support Group to help participants build connections, reduce self-blame and judgement, create understanding about abuse and trauma responses and enhance personal strengths, skills, and resources.

"it is the most valuable resource I have had for understanding abusive relationships and how to heal from them, now to move forward to include healthy, supportive relationships in an atmosphere of empathy and connection"

- Anonymous Participant

"The nonjudgmental view of abuse as a systemic rather than individual problem reduced blame and shame"

- Anonymous Participant

"I have so much more clarity and tools available to me now in order to heal and move forward in life and in relationships"

- Anonymous Participant

"Was desperate when I came in (overwhelmed, powerless) now feel encouraged, strengthened and more hopeful of the future. Had no expectations other than feeling needy, now feel very fortunate to have made these important connections. This group is something I look forward to very much each week"

- Anonymous Participant

Fourteen women participated in two eight-week sessions and said the group exceeded their expectations in giving them a better understanding of abuse, connecting them to other women, and helping them to appreciate their own skills.



AN ENGAGED, HEALTHY & THRIVING COAST

MOVE & PLAY

The Sunshine Coast's population is changing as our community ages, in fact, almost 30% of our community members are over the age of 65. We know that our community benefits from the increased participation of older adults and seniors who are actively engaged in their community. They also live independently longer and report higher satisfaction in their lives.

Knowing these benefits to seniors, three of SCCSS' programs came together to create a new opportunity on the Coast to actively engage seniors with children and parents through the Move & Play program.

The Move & Play program, funded by an Active Aging grant from United Way, engages and connects seniors in our community with the babies, kids and families of Bellies & Babies and Parent Tot Drop In programs. This offers seniors a chance to share their unique skills and knowledge, stay active and feel a sense of purpose by giving back. Seniors are engaged in the Move and Play program through gardening, circle time, music and movement, cooking, crafts, and in/outdoor playtime.

"I feel welcomed in the program and belong in participation and weekly contributions. I feel appreciated by staff and program participants"

– Participating Senior

Move and Play has so far engaged 18 seniors 6 days a week at the various playgroups happening in Gibsons and Sechelt. The impact on these seniors and families so far has been incredible.

83% of our volunteers reported feeling a deepened sense of belonging and that their social connections have increased since participating in this program.

"I really enjoy the children and moms and being in the program gets me up and out and allows me to learn while contributing myself"

– Participating Senior

Our Family Resource Program staff have also reported the benefit to the families accessing these programs thanks to the contributions from our senior volunteers.

"Many of the volunteers are now feeling comfortable enough to share skills they have with the families at the program. Things like musical talents or songs are starting to be shared. Seniors are also sharing their knowledge of the community and offerings the community may have for families. This sharing has connected many of our families to opportunities they may not have accessed before the interaction with these seniors"

– Program Coordinator

This program is a two-year pilot program and we are looking to engage 30 more seniors who want to volunteer with Move and Play. For more information or to sign up for the program please contact

Andrea Hobbs : ahobbs@sccss.ca



KEEPING PEOPLE HOUSED

The rental housing situation on the Sunshine Coast has been classified as severe with 52% of renters spending more than 30% of their income on housing costs which is considered unaffordable. The 29% of renters on the Sunshine Coast who are spending more than 50% of their income on housing face critical affordability issues and may be forgoing other necessities.

SCCSS believes everyone has a role to play in addressing housing and poverty on the Sunshine Coast so we are thrilled that the Sunshine Coast Credit Union, The Co-operators and Community Services have come together to create a new service that addresses the issue of housing on the Coast.

In August 2018, the Keeping People Housed initiative launched to support individuals experiencing a temporary financial crisis. Tenants facing the potential for eviction, or the termination of their utilities, are able to apply for a short term interest free loan through SCCSS. Keeping People Housed also provides applicants with advocacy, financial literacy, and referral support tailored to the needs of the individual in crisis.

The program does much more than provide funding for community members experiencing a financial crisis. The program meets participants where they are at while offering connection, support, and resources about other SCCSS programs such as the food bank, counselling, family resource programs like Bellies and Babies and other services which prevents isolation and loneliness.

"The best part of my job as the Keeping People Housed Coordinator is that if a participant is not approved for a loan, I can still support them with other resources and

community agencies or assistance programs," said SCCSS's Andrea Hobbs. "I have developed relationships with participants through consistent communication and interest in their needs to stay open-minded to possibilities and opportunities."

Since August 2018, Keeping People Housed has supported 44 community members in accessing support, referrals and resources and seven people were provided funding which allowed them to either remain in their homes or move to a safer, more sustainable place.

"I wanted to take this opportunity to express my gratitude to you. Our chat was really helpful to me and gave me the reboot that I needed. In many ways, your program really helped me by offering some good solid advice and being another human I could talk to. I am going to take many of your suggestions. Please know you are amazing and I am so grateful for the help you offered me."

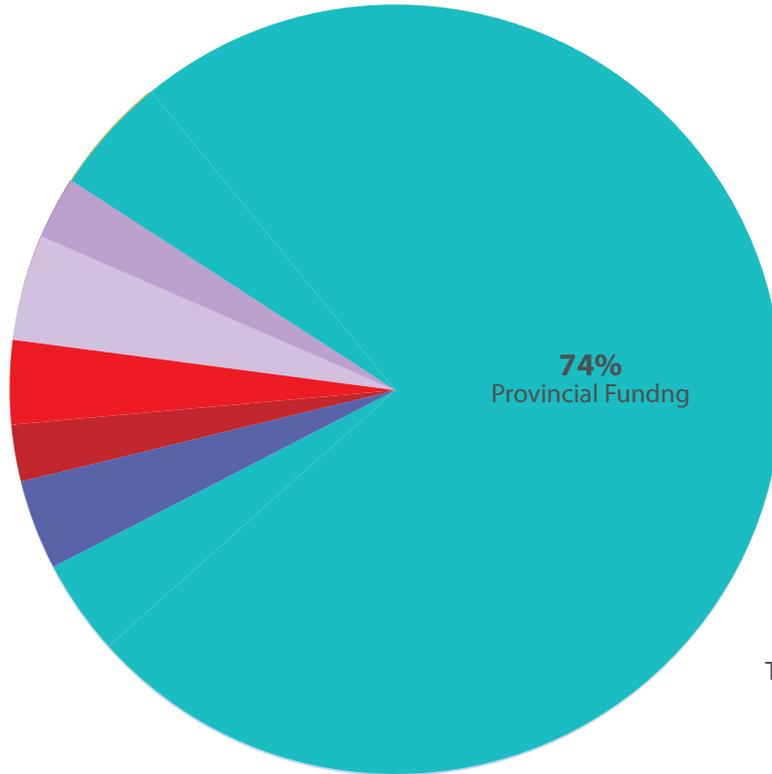
– Program Participant



FINANCIALS 2018-2019

REVENUE

- 4% Federal Grants
- 7% Grants from Foundations, Charities & Societies
- 4% Donations
- 3% Municipal Funding
- 6% Other Revenue



Total Revenue
\$5,261,948



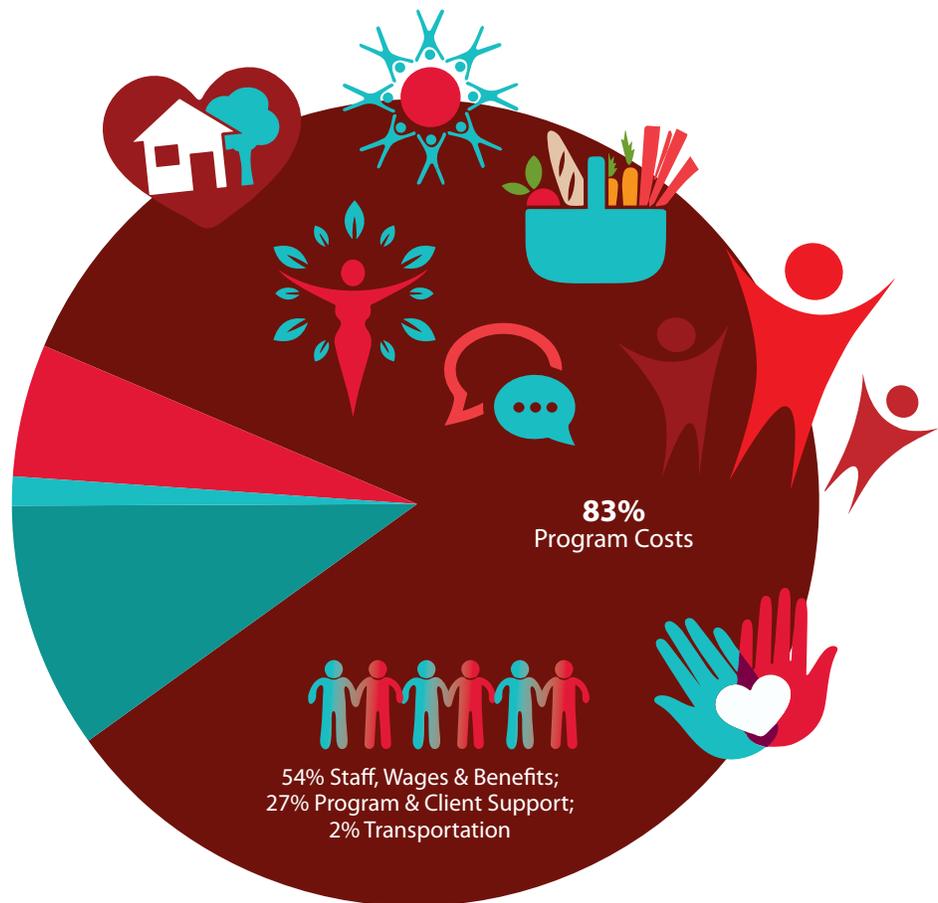


EXPENSES

4% Building Operations

1% Fundraising

12% Society Operations



Total Expenses
\$5,152,539*

*Includes \$187,449 related to major repairs and upgrades to our BC Housing facilities which were capitalized in accordance with Canadian generally accepted accounting standards

GET INVOLVED

We all have a role to play in contributing towards an engaged healthy and thriving Coast. There are many ways to get involved and take action:



DONATE:

Donate funds that strengthen families, help children, youth and vulnerable adults reach their full potential and support the many seniors on the Coast that need us.



Please call Devon 604-885-5881 or email dkennedy@sccss.ca to learn more about how your donation can have an impact on our community.

To learn more about how your business can support the work of Community Services visit our website www.sccss.ca.

"Our team was really inspired by all the work Community Services is doing in our community and we wanted to give back. We feel so lucky to be able to provide our high quality services to the Coast and we wanted to ensure Community Services has the ability to continue their important work as well," said Stacy Rumba, Operations Manager.





SHOP AT OUR THIFT STORE

Community Services Thrift Shop is a community-based store that provides quality used clothing, household items, toys, sporting goods, and furniture. The proceeds from each sale help to support over 5000 member of our community.

"I begin most mornings with a visit to the Community Thrift Shop on North Road. I have come to be friends with many of the staff there and look forward to saying hello to them and sharing the news and feelings of each day...It makes me feel good knowing that the money I spend is going to support people in my community who need help and I like knowing that a lifestyle that supports recycling of goods is better for our environment."

-Thrift Store Shopper

VOLUNTEER:

Volunteer your time and engage with your local community. Sunshine Coast Community Services relies greatly on the support of our incredible volunteers. We have a strong volunteer program that will provide you with training, mentorship and a rewarding experience.

"Being involved in the community and giving back has been truly rewarding during this past year" - Reenie



Reenie is now a regular volunteer at the Food Bank during the new Wednesday evening shift and has shared her skills and enthusiasm by face painting at the Children's Festival and organizing refreshments for Dads Matter meetings.



Please call Andrea 604-885-5881 or email ahobbs@scss.ca to begin the rewarding experience of volunteering with us today.



SHARING IS CARING

Share, like and repost content that we share on our social media platforms. It helps to spread the good work we are doing and spread the word about upcoming events and new programs.

Facebook & Instagram:
[SC.CommunityServices](#)

Twitter: [SCCommunityServ](#)
Web: [SCCSS.ca](#)



Sunshine Coast
Community Services

Caring since 1974

*Thank you Thank you
Thanks you for keeping me on track
and encouraging me to take care of myself. Learning to love
myself was the best thing from Thyme. Love and happiness
comes from within. I wouldn't have known that if the
Thyme staff didn't stress to me to take care of myself."*

- Thyme Second Stage Housing Participant

"Mamas group encouraged me to review
my mental health reality and really made asking for help
and seeking support normalized."

- Mamas Supporting Mamas Participant

*I could not have imagined the wonderful relationship that would develop between my client
and I when I first signed up to volunteer. She has become like family.*

-Better at Home Participant

"I hope you know what a difference you make to people and I know I am
not the only one. I've never felt such fear in my whole life and you kept
me alive. I can 100% say that I could never have done what I did if I didn't
have you standing by my side the whole time."

- Community Based Victim Services Participant

*Arrowhead Clubhouse is a good place to come and get involved. To be part of
something. A place where they welcome your skills and what you want to do.*

- Arrowhead Clubhouse Member

"Today, after all the support from Welcoming Communities, I feel more at
home. I really appreciate Sunshine Coast Community Services and all the
volunteers. I would like to give back and support other people. I would like to
help make the Sunshine Coast a better community."

- Welcoming Communities Participant

SCCSS.CA

For more information please contact us at
604-885.5881 | 5638 Inlet Avenue, Sechelt B.C