



Sunshine Coast
Community Services

Caring since 1974



ANNUAL REPORT
July 12, 2018

AN ENGAGED, HEALTHY AND THRIVING COAST

A Message from the Board President and Executive Director

Community Services: A Vision Unfolding

In 2016, staff, participants, the leadership team and Board of Directors of Sunshine Coast Community Services undertook an in-depth review of what we do, why we do it, and how we can do it better. Our Strategic Plan, published in 2017, created the vision "An Engaged, Healthy and Thriving Coast."

One short year later, we are delighted to report that the plan we mapped out has helped prioritize our activities, and has even accelerated our timelines. Our organization is streamlined and structured to focus on shifting from crisis response to working with community to build capacity for resilience and innovation. On the priority list are: food security, using food to build health and community; innovating with our volunteer program, creating opportunities for connection, engagement and skill sharing; reenvisioning our social enterprise and our Gibsons site to better align with community need; and a redevelopment plan that incorporates affordable housing for women into our Inlet site, making better use of our resources and increasing this community's capacity to meet community need.

Our Board of Directors and our staff worked tirelessly last year to engage the Coast community in social policy discussions being held province wide, providing a strong voice in submissions to government about the need for "A Better Way," a social policy framework for BC, and the province's Poverty Reduction plan. Both frameworks will support people, businesses, governments and nonprofits, to work collectively with aligned outcomes working together to make our communities healthier, more engaged and better connected.

All of this progress is people-driven. From the front line staff who offer support and specialized services to our leadership team who guide the operations; to our volunteers who help spread thin resources so much further by donating their time and their big hearts; to our Board of Directors, also volunteers, committed to paving the way to the future, and creating a speed-bump-free pathway.

Our vision is clear. Together alongside community, we want to make an engaged, healthy and thriving Coast.



Sue Anne Linde
President



Catherine Leach
Executive Director





2017-2018 SCCSS BOARD OF DIRECTORS

Sue Anne Linde, *President*

Sue Lowell, *Vice Chair*

Lydia Drasic, *Executive at Large*

Richard Melville, *Treasurer*

Christine Chandler, *Director*

Crystaleen Obray, *Director*

Jason Winkler, *Director*

Penny Stewart, *Director*

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

Interdependence

We recognize that the wellbeing of each of us is connected with the wellbeing of others and with our natural environment.

Respect

We believe that respect is the foundation for our relationship with each other and with the land and we pay attention to how we treat all people and our natural world.

Social Justice

We believe that everyone should have equitable access to community resources and opportunities and we actively strive to level the playing field for those who are at a disadvantage.

Diversity

We acknowledge and honour the fundamental value and dignity of all individuals. We actively create and maintain an environment that respects diverse traditions, heritages and experiences and we value our individual and collective growth that results from dialogue and shared experiences.

Compassion

We recognize that all people are nurtured when treated with compassion. We intentionally nurture individual and collective well-being, belonging and contribution.



To the members of the board, our dedicated staff, the enthusiastic volunteers and all of our community partners,

THANK YOU!

It is because of your never-ending gifts of time and energy that we are able to do the work we do.

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 in four main areas:

Child and Family Counselling

Child and Family Counselling provides individual and group counselling for families, children, youth and adults. We use a collaborative approach, build on strengths to develop positive relationships and help families find their best solutions. Programs include Family Support & Preservation and Children's Counselling Services.

Child Development and Youth Services

Child Development and Youth Services programs are family-centered, inclusive and promote active participation in supporting pregnant women, new moms, parents, caregivers, children and youth. We also provide programs in prevention, intervention and support for youth and children with a developmental delay or diagnosed disability. Services to youth include life skills development, outreach and one to one support with a focus on community inclusion and client-centred practice. Programs include Bellies and Babies, Circle of Support and Youth in Transition.

Community Action and Engagement

Community Action and Engagement programs are all about people helping people – nurturing connections, linking to resources, and building the support that enables our community to thrive. Some of these programs include the Food Bank, Thrift Store, Arrowhead Clubhouse, Legacy Housing and our Better at Home seniors program.

Together Against Violence

Together Against Violence programs support people whose lives have been impacted by violence and trauma. Programs provide crisis intervention, shelter, counselling, advocacy and non-judgemental emotional and practical support. Programs include Yew Transition House and Women's Outreach.

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.



AN ENGAGED, HEALTHY AND THRIVING COAST

CARF Accreditation

In 2017, Sunshine Coast Community Services Society (SCCSS) completed a rigorous peer review process and demonstrated that we value the input of our participants and are accountable to the community we serve, as well as to our funders, by meeting organizational and program standards.

As a result of this work, for the fifth time in a row, SCCSS was awarded a three-year accreditation from the independent, non-profit accreditor of health and human services, Commission on Accreditation of Rehabilitation Facilities (known as CARF International).

This accreditation outcome, which represents the highest level of accreditation, is awarded to organizations that show substantial fulfillment of the standards established by CARF.

SCCSS has received accreditation from CARF since 2005 for its MCFD and CLBC funded programs, including Family Support & Family Preservation, Youth in Transition, Aboriginal Families Pulling Together, Special Services to Children, Home Share, Children's Counselling, Parent-Tot Drop-In, Child Care Resource & Referral, Infant Development, Supported Child Development, Circle of Support, Children's Mental Health and Occupational & Physiotherapy for children with a developmental delay or diagnosed disability.



"Achieving CARF accreditation reinforces what I already know about our employees, that they are passionate, committed and driven to deliver the best possible service to our community. I am so proud of work our employees do; they truly make a difference in our community."

- Donna Hall, Human Resources Director

All-Staff Training - Shazam 1.0

With over 90 professional staff across 35 programs, supporting thousands of community members with diverse needs, it's important that we share our expertise and learnings not only with the community but with each other.

Community Services is committed to developing a culture of learning and collaboration. For this reason, we developed and implemented an annual all staff training day designed to connect our staff across programs and to provide training on important new practices and techniques, while supporting our staff to continue to provide the best possible services.

In November, Community Services launched this new initiative. Staff from our Together Against Violence team started the day off by teaching about Trauma Informed Practice. Trauma Informed Practice is a service delivery model that takes into account an understanding of trauma in all aspects of service delivery and places priority on the participant's safety, choice, and control. Such services create a treatment culture of nonviolence, learning, and collaboration. We then shared a meal together, engaged in art based teambuilding and talked about our individual roles in building a positive workplace culture.

Staff who attended the day reported: an increase in knowledge about trauma informed practice; making new connections with other SCCSS staff; and seeing more opportunities for collaboration with other programs.

"With such a large organization, I can understand why this day was put aside, and making it an annual event is brilliant."

- SCCSS Staff Member



AN ENGAGED, HEALTHY AND THRIVING COAST

Mamas Supporting Mamas

The Bellies and Babies program is entering its 18th year of supporting pregnant women and new parents with babies from birth to one year old. The program focuses on offering new parents a supportive and safe environment to learn about resources, nutrition and information regarding their new family.

In an effort to deepen support for the participants of the program, the Program Lead, Shirley French, surveyed members of the two Bellies to Babies groups (Sechelt and Gibsons). It was discovered that many women on the Sunshine Coast feel isolated after the birth of their little one.

As a response, Community Services accessed funding from the Sunshine Coast Healthcare Auxiliary to create a new initiative called Mamas Supporting Mamas in May 2017.

This initiative offers pregnant and postpartum women a safe and non-judgmental space to connect with other women experiencing the same transformative journey into motherhood.

The 6-week group offers emotional support and valuable resources for challenges that arise when becoming a parent including post-natal depression and anxiety.

These are facilitated conversations with weekly themes such as living with post-natal depression and/or anxiety, redefining self, self-care, caring for and connecting with baby, perinatal loss and changes in relationships with family, friends and partners.

"I feel I've made some real connections with the group."

"It has changed my life and therefore my family's future."

- Mamas Supporting Mamas members

There have been a total of four Mamas Supporting Mamas groups which 40 women have participated in. Participants reported a decrease in isolation and an increase in connections between the women accessing Bellies and Babies and the Mamas group. Mentoring relationships have emerged and an increase in health, wellbeing and knowledge of community resources have also been reported.

Future classes will be announced on sccss.ca.

CHILD DEVELOPMENT AND YOUTH SERVICES IMPACTS

40 children with special needs were provided with funding to participate in sports and music activities, 233 individuals participated in activities through our Aboriginal Families Pulling Together program, 21 newcomers to Canada received one on one tutoring support through Welcoming Communities, 50 mamas & families gather weekly to connect and support each other

"This group has connected me with other moms who are all in the same boat. They 'get it' and I always felt safe to speak my mind and listen to others struggles and joys without feeling abnormal. Even after the 1st session, I felt a huge sense of relief because I wasn't alone."

-Program Participant



AN ENGAGED, HEALTHY AND THRIVING COAST

SEED Program

Arrowhead Clubhouse is a place where adults living with mental illness can come to learn skills, get support and build relationships in a safe, stigma-free environment. It is an inclusive community of hope where individuals find encouragement, opportunities and, most importantly, a sense of ownership and belonging.

Each day three staff and up to 40 clubhouse members work side-by-side as colleagues to perform the work that is important to their community, such as welcoming people into the building, running the kitchen, staffing reception, tending to the vegetable garden, maintaining the space; all the time focusing on members' strengths rather than their illness.

Arrowhead members identified a need to find meaningful employment in their community as a means to a livable income, decent housing and good social support. However Arrowhead members often face barriers to accessing employment on the Coast. They all want to be contributing members of society, but for various reasons that is difficult for many. Sometimes they lack the skills and support needed to find employment and be successful in the workforce, but often they experience an unwillingness of employers to hire them.

Last year, we created a pilot project to support Arrowhead members to find meaningful employment in their community.

We partnered with the Vancouver Foundation to develop and implement SEED (Skills Enhancement for Employment and Development) that will run as a pilot Project until 2019. This project aims to create positive work opportunities that will shift negative perceptions, increase the employment skills of adults living with mental illness and increase the number of employment opportunities for these adults within the Sunshine Coast Food Bank and the community.

In February 2018, the first session of SEED commenced, which is an eight-week employment readiness course designed to support members of the Arrowhead Clubhouse to improve their skills and gain the confidence needed to enter the working world. The first session culminated with job interviews for two part-time 6-month positions at the Sunshine Coast Food Bank. Four members completed the first course with two members being employed at the Food Bank and the other two being offered positions in the community. The course will be offered every six months with different members having a chance to enroll in the course and apply for the jobs at the Food Bank.

In addition to providing training for members, SEED is also connecting with three local business champions and two other community partners to help educate the community about best practices when supporting adults living with mental illness in the workforce.

COMMUNITY ACTION AND ENGAGEMENT IMPACTS

100 Arrowhead members, **32** new volunteers registered for our Volunteer Program , **44** garden boxes provided for community members to plant and grow food together in the community, **600+** families were able to access nutritious food at our Food Bank



"Arrowhead Clubhouse is a haven for me & I am beyond grateful for the privilege of being a part of this community. As one of my issues is to isolate, this opportunity has made a huge positive effect on me. It is so good to be accepted for who I am and that I am always met with a welcome. Home at last! Thank you."
-Arrowhead Member

AN ENGAGED, HEALTHY AND THRIVING COAST

Hidden Homelessness

One role of Community Services is to inspire social change and one way we do that is to work with our partners to identify and respond to emerging and unmet needs on the Coast. Through our work with the Seniors Planning Table and the Community Resource Centre we became aware of a perceived gap in housing services for older women living on the Coast and that this gap was having a negative impact on their quality of life. With a grant from Employment and Social Development Canada, we engaged in a process to better understand this issue.

From June through September, Community Services engaged in conversations, conducted focus groups and provided surveys that explored housing concerns for at-risk women over 50. What we learned was that this demographic experiences unique vulnerability on the Sunshine Coast.

- **35%** spend more than **30%** of income on housing
- **41%** had chronic health needs
- **39%** felt isolated
- **40%** were mobility challenged
- **50%** had inadequate financial resources

TOGETHER AGAINST VIOLENCE IMPACTS

462 women impacted by violence & trauma were provided with support, **981** calls were received from women seeking support, resources or transition house access, **60** women & children accessed safe housing, counselling, & advocacy

Dads Matter

We know and research supports that children whose fathers are actively engaged are more successful academically and in peer relationships. Community Services' Child and Family Counselling team heard from local fathers, mothers and other local organizations that there is a gap in support services available to fathers living in our community and looking for resources to be the best dad they can be. This year, Community Services was able to fill some of that gap through the creation of our Dads Matter program.

Launched in April 2018, this group provided men a safe space to explore their own beliefs on fatherhood and develop goals for their new roles. The overall goal for the eight-week program is to support dads with strategies, insights and resources that allow them to make parenting choices that ensure the safety and well-being of their children and their children's mothers. This program aims to help fathers develop skills to be more emotionally available and more involved with their children. This program also fosters leadership amongst the participants to encourage a network of fathers supporting fathers in our community.

CHILD AND FAMILY COUNSELLING IMPACTS

73 parents were supported to strengthen parenting capacity and support positive family relationships
43 children who have experienced or witnessed abuse received counselling services and support

The Hidden Homelessness Report was completed in the Spring and is a new tool our community can use to help inform the type and form of new affordable housing for women living on the Coast.

"It's desperate out there. At age 51, I feel stranded, isolated and on the brink of having no shelter. I've worked my entire life but qualify for no assistance. It's frightening."

- Survey Participant

Community Services is using this report to help inform our plans to develop affordable housing for women. This housing will embrace a mix of women including single women, women and children, single women who are older, and young women who are aging out of care; creating a community of women and families who have similar life experiences such as struggles with homelessness, poverty and experiences of violence/abuse. We are in the preliminary stages of this plan and invite you to visit our website sccss.ca to learn more and to view the Hidden Homelessness Report.

13 local fathers participated and reported the Dads Matter group was successful in achieving the program goals. In addition, these dads expressed a desire to continue meeting after the session dates completed and have now created their own group, Dads Unite, meeting weekly and supporting each other to continue growing as parents with Community Services providing resources as required.

"Knowing I'm not alone in this parenting journey has helped immensely."

- Program Participant



AN ENGAGED, HEALTHY AND THRIVING COAST

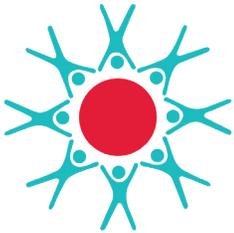
20% of Sunshine Coast residents either accessed, supported or volunteered with Community Services programs over 45,000 times in 2017.



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



800 youth connected with outreach workers when they needed someone to talk to or support in accessing local resources



174 parents were supported to make the best use of early intervention services to increase their knowledge, and learn skills that will promote the development of their child with special needs



1300 community members were provided with nutritious food, access to a nutritionist and support from our Food Bank to help them get back on their feet



136 seniors were able to live in their own homes, age with dignity and stay connected with their community



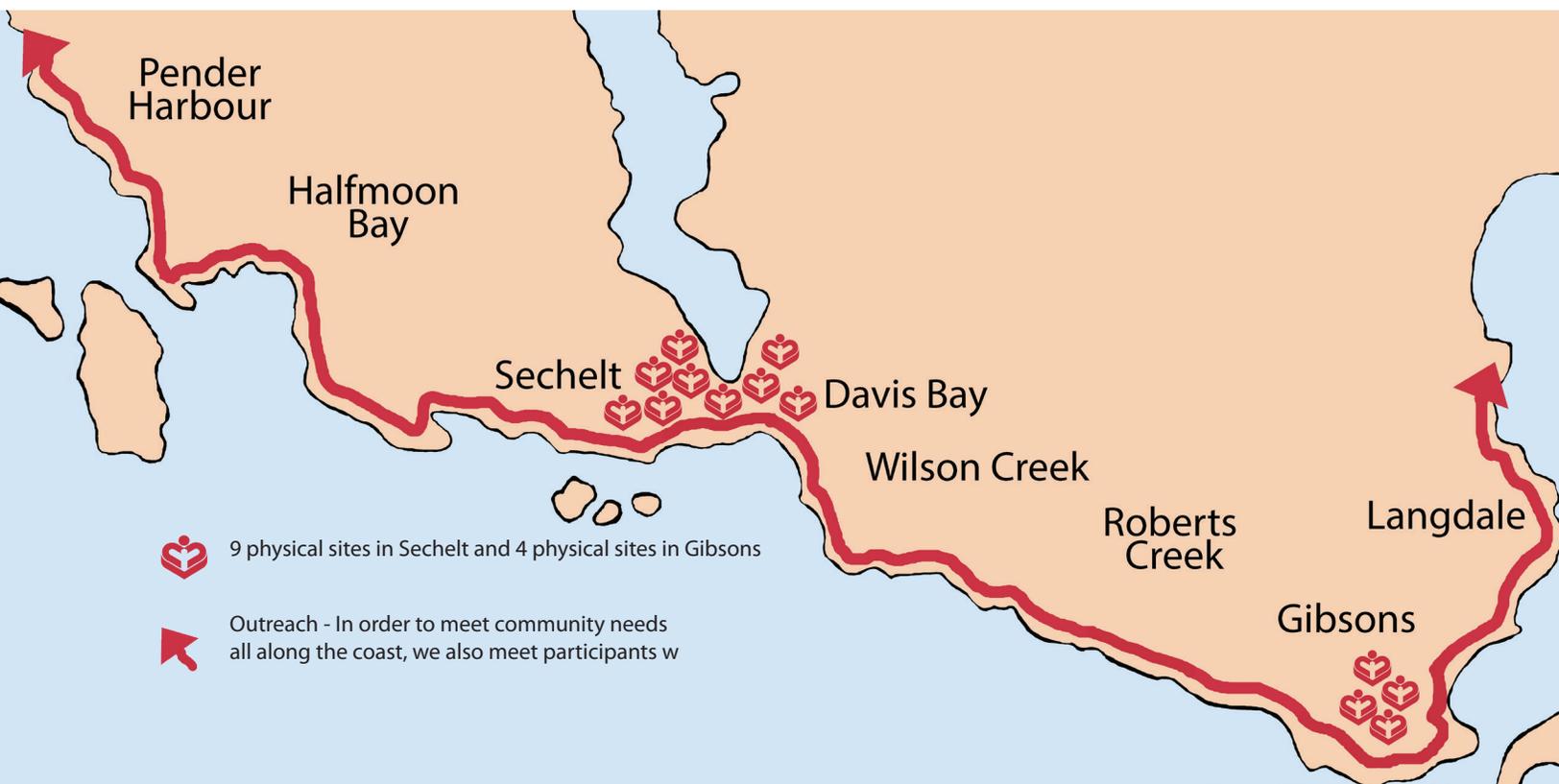
106 volunteers donated their time and energy to support Community Services' programs and over 5000 participants on the Coast



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



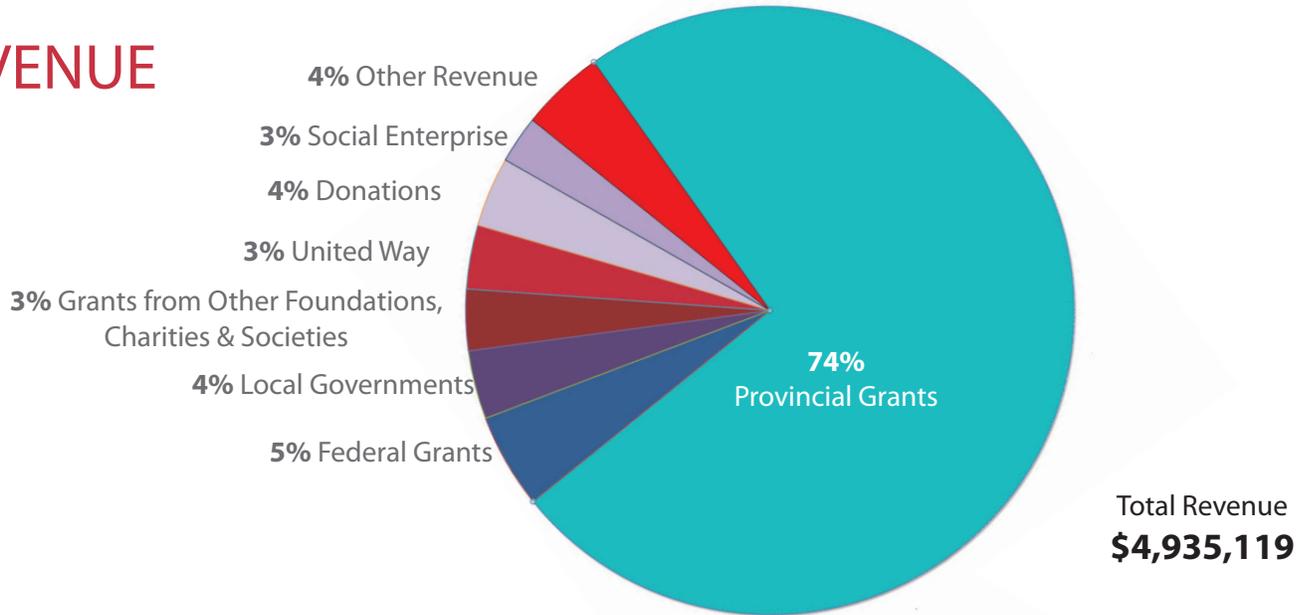
25 high school students were trained through the Mentors in Violence Prevention program to facilitate discussion with grade eight students to examine attitudes, language & behavior that contribute to gender violence



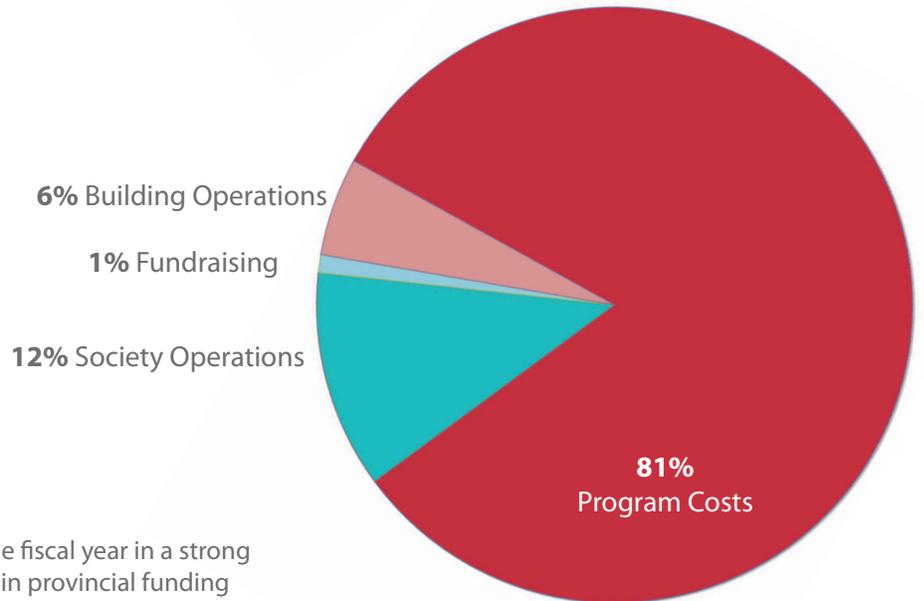
FINANCIALS 2017 - 2018

Sunshine Coast Community Services receives contributions from all levels of government, and donations and grants from a wide range of individuals and organizations who support our mission and vision of an engaged, healthy and thriving Coast.

REVENUE



EXPENSES



Sunshine Coast Community Services ended the fiscal year in a strong financial position. Due to moderate increases in provincial funding combined with more successful grant applications, we were able to provide much needed wage increases, invest in our staff's professional development, and upgrade technology, program equipment, supplies and assets. We experienced some unexpected staff vacancies in a challenging recruitment environment but were still able to meet our contractual obligations and deliver exceptional service to our participants. Where there were surplus program funds we made capital investments in our facilities and program furniture and equipment ensuring SCCSS has a strong foundation and is sustainable in the years to come. We look forward to continuing to work with our funders and donors to provide the best possible service to program participants while providing a standard of equitable compensation and job security for our 90 plus employees.

*Includes \$75,803 related to facility upgrades and program equipment purchases which were capitalized in accordance with Canadian generally accepted accounting standards

FUNDERS, COLLABORATORS AND PARTNERS

2017 - 2018

Thank you to our government and community partners whose support, along with the generous donations from individuals, local businesses and community groups, helps Sunshine Coast Community Services ensure the most vulnerable in our communities have the support they need to flourish.



Province of BC
Ministry of Public Safety & Solicitor General
Ministry of Housing and Social Development
Ministry of Children and Family Development
Government of Canada
Department of Justice Canada
Immigration Refugee and Citizenship Canada
Public Health Agency of Canada
Employment and Social Development Canada
Human Resources and Development Canada
Social Planning and Research Council of BC
Destination BC
Sunshine Coast Credit Union
Sunshine Coast Regional District
Town of Gibsons
District of Sechelt
Sunshine Coast Community Foundation
Sunshine Coast Healthcare Auxiliary Foundation
Vancouver Foundation
Community Food Centres
United Way of the Lower Mainland
Capilano University
BC Housing

Community Living BC
Sunshine Coast Lions Club
Gibsons Lions Club
Howe Sound Pulp and Paper Staff
The Coasters Car Club
Faith Based Organizations of the Sunshine Coast
Royal Canadian Legion
Sunshine Coast April Fools Run
Rotary Clubs of the Sunshine Coast
RCMP
Vancouver Coastal Health
School District 46
Arrowhead Clubhouse Society
Sechelt Indian Government District
shíshálh Nation
Sea to Sky Community Services
Community Resource Centre
Royal LePage Sussex
BC Gaming
Food Banks BC
Sechelt Chamber of Commerce
BC Association of Community Response Networks
Seniors Planning Table

Sunshine Coast Community Services, the largest non-profit on the Sunshine Coast, has been making our community stronger, safer and more resilient since 1974. Our organization supports over 5000 community members through programs that strengthen families, support seniors and help children, youth and vulnerable adults reach their full potential. Your contribution can help sustain and enhance our core programs and will allow Community Services to identify and respond to emerging and unmet needs in our community. Help us ensure an engaged, healthy and thriving Coast for everyone.

Visit sccss.ca to donate.

For more information, please contact us at
604-885-5881
5638 Inlet Avenue, Sechelt BC
SCCSS.ca



"I love making the playdough and adding the season colours – blue for spring, Christmas is red and green and Halloween colours. I love everything about volunteering."

- Volunteer for Infant Development Program

"I am totally isolated here and am so very grateful for the help I receive."

- Better at Home Client

"You are so much more than a counsellor! We could not have come all this way without your helping hand. Thank you from the bottom of our hearts. We will miss you lots."

- Child Services Client

"We were fairly recent residents to the Sunshine Coast, so we had very few local supports. You made us feel comfortable in what was an extremely uncomfortable situation. Your support gave us the strength to once again trust people. I know that we would have had a far greater struggle getting through this difficult and traumatic incident without you by our side."

- Police Based Victim Services Client

"Thank you for the support this program provides to people who are new to Canada. My family suffered a tragedy last summer, two years after we arrived in Canada and we could have not coped without the support of Welcoming Communities and the many wonderful friends that we met through this program. We came to this country by ourselves but we now have a family in Welcoming Communities."

- Welcoming Community Program Participant