

ANNUAL REPORT – Executive Summary

CHIEF EXECUTIVE OFFICER – LYNDA EDMONDS

April 1, 2014 – March 31, 2015

Fraserside's Vision "To create communities of belonging where the diversity of all people is welcome" created clear direction for Fraserside's work this year. Our Mission, "Fraserside supports people needing housing, seeking work, with low income/or having developmental disabilities, mental health or substance use issues. Our focus is New Westminster and neighbouring communities" directed our attention to what we do best. The Agency Values: diversity, compassion/social responsibility, integrity and communities of belonging defined the underpinnings behind every action we took. This year we have given life to the first year of our five year strategic plan.

Three years ago the agency experienced a financial slide as a result of more money being spent than was coming in. It cannot be understated: the conditions that created the situation had to change. This year we made a small surplus and we now have cash in the bank. This agency came together to make the difficult but responsible decisions that ensured Fraserside's sustainability. The changes have been challenging but the results are now in: we have turned the tide, our finances are in order and Fraserside has a balanced budget.

Numerous changes in the leadership at Fraserside have undeniably had an impact on the agency, in significant ways. We have lost historical knowledge and working relationships. There have been consequences to staff morale. None the less, these challenges have allowed Fraserside to realize its resilience. New people have filled positions; each person brings fresh and vibrant ideas to the agency. We are delighted to welcome the newcomers' contribution to Fraserside. This year we honoured the people who have worked at Fraserside for five, ten, fifteen, twenty and more years at an Employee Recognition Event. Our history; our drive; and our values have been forged through the dedicated work and warm loyalty of these employees. We are most grateful to Fraserside employees.

All of Fraserside's programs made important contributions to the lives of the 1708 people we serve this year. Three programs stand out for their efforts, which created impressive results. It was evident that each of these programs underwent serious obstacles yet they all made herculean efforts and surpassed expectations. These programs are the New Leaf Clubhouse; Bolivar Court and Peterson Place. New Leaf is a Psychosocial Rehabilitation Clubhouse Program that offers services to adults with serious and persistent mental illness by facilitating recovery and assisting individuals to participate in their community. It came to our attention that the Clubhouse was not making the difference in members' lives that we all expected. The team renewed its focus to engage in relationships with members to identify and attain each person's unique goals. The Team developed exciting programming that was synchronized with members' passions and interests. The team has facilitated strong community connections to support members in their employment, volunteer and other pursuits. The program clearly adheres to the funder's and Fraserside's definition of a successful Club House. New Leaf is a

strong example of how Fraserside is accountable for doing what we say we do. Hats off to Anne and her team!

Peterson Place is a low barrier social housing complex. The Bolivar Court Supported Housing Program is located on the Peterson Place site where safe, supported and affordable accommodation is provided for adults living with serious and persistent mental illness, in addition to co-occurring substance use. Since Fraserside took on the BH Housing and Fraser Health contracts seven years ago, there have been serious concerns about safety on the site. These programs continue to consistently produce the highest number of incident reports across the agency. Staff and management have been deeply challenged to ensure a safe and welcoming home for the residents and the staff. This year, we met with our partners: Fraser Health, the RCMP and BC Housing to turn the tide on safety. Safety has become the theme: tenants, staff, supervisors, security guards and agency partners are all committed to ensuring that safety is the number one priority. Tenants report that they feel happier and more secure. They know that the new systems in place are in the interest of ensuring their safety. Tenants now engage with staff to build community. While there is work yet to be accomplished, John and the staff team can take pride in the enormous changes that are clearly evident.

How Fraserside Achieved Impact in 2014-15

First, Fraserside achieved impact by providing a variety of housing options so people have a safe home.

- We run a Family Emergency Shelter, which is a high barrier shelter for families i.e., fathers and/or mothers and children; and women. 199 individuals were housed an average of 20 nights with an occupancy rate of 86%.
- We provided supported housing to 110 people with mental health diagnosis in 65 beds. People received supports from staff, to live independently.
- We contracted with members of the community to provide housing to 23 people with developmental disabilities through Home Share.
- Twelve people with developmental disabilities were supported in three Fraserside residences.
- Peterson Place, Fraserside's low barrier housing facility, housed 55 people over the year in 42 units (not including Bolivar Court).
- Fraserside owns Hunter Heights, an apartment building where we provide 57 mixed housing units to people on low and moderate-incomes.
- Fraserside focused on enhancing safety through renovations to our facilities including the Emergency Shelter, Peterson Place, Belmont, Delta House, Summit House. One temporary move occurred while renovations were taking place.
- We moved the Horizons Community Inclusion program to a more suitable location.

The second way Fraserside achieved impact was to support people to make a contribution through paid and volunteer work.

- We are co-owners of Fraser Works, a co-op that provides employment services to people looking for work.
- We supported 15 people with developmental disabilities through the Supported Employment Program and 11 people with the Mobile Work Crew to achieve paid employment.

- New Leaf assisted 62% of the Club House members with mental health issues to find and maintain employment.
- Fraserside runs a volunteer program with nine volunteers. It provides opportunities for people to make a contribution to their community by volunteering at Fraserside.

The third way that we created impact was by forming relationships with the people we serve and supporting people to engage in their communities.

- The relationships between Fraserside employees and the people who receive service are often the most crucial step toward building relationships in community. Fraserside employees engaged in caring relationships with the people we served.
- We facilitated community connections between the people who live in Fraserside facilities and their communities. Of the 293 people served by Fraserside who set goals to engage in the community; 257 achieved their goals. This number surpassed the programs' expectations.
- The Community Service Desk served 993 people to receive grants to recreational opportunities in New Westminster, including 78 campers.
- Finally, we encouraged the relationships between people and their communities. For example we drove people to doctor's appointments, hosted birthday parties with family members and visited seniors drop in centers.

Fraserside achieved impact by starting from the premise that people are valued in their diversity. We helped people achieve their individual learning goals. We supported relationship connections. Finally, we focused on what the larger community can do to truly welcome all of its members.

Respectfully submitted,

Lynda Edmonds

Chief Executive Officer