



Annual Report
2020 - 2021

**Resiliency
Empowerment
Inclusion**

Message from our Board Chairperson

Change and pivot, that is what 2020 held for us an agency, a community, and a global community. When I think back to the previous year and reflect, we had adopted the agency's strategic and operational plan for 2018 to 2028 and we had just embarked on transitioning our IT services to incorporate Office 365 and move toward staff being able to work remotely, we had updated and revised our website and we were excited about the proposed 52-units of Supportive Housing for our unsheltered population. We were ready for the 2020/2021 year and then COVID hit us.

The leadership team backed by the Board of Director's supported and navigated these uncharted waters with humility and fearlessness. The staff showed up each day to continue to support our clients who needed us more than ever. The world did not know what to expect and it was our hope to continue to provide reliable, consistent service to our clients, to continue to keep a sense of "normal".

I have never been prouder to Chair this agency through this past year. This is what it means to provide dedicated services, showing up amidst a pandemic, not knowing what the landscape will look like tomorrow. The agency was honored with a Community Hero Award for their contributions

through the thick of this pandemic, the staff truly deserve this recognition as they are heroes to many who had no one throughout this past year, you were the lifeline to many people who were isolated, alone, and afraid.

I speak for the Board of Director's that we extend our sincere thanks to everyone in the organization for exemplary service to our community through the thick and the thin of these strange and uncertain times. I know when we look back on this past year, we have much to be proud of both small and large.

Our collective HAT is off to each of you!

It is with a heavy heart that this will be my last Message as Chairperson, my time on the HATS Board has been one of great pride. To see what the agency does for the community has been inspiring and eye-opening to say the least. It has been a honour to be part of this agency and the work that we do. Thank you.

Respectfully,

Ruby Rempel



H.A.T.S. Board of Directors

*Ruby Rempel
Board Chair

*Susan Johnston
Vice Chair

*Marianne Cameron
Secretary

*Patricia Daws
Treasurer

*Kent McKinnon
Board Member

*Nancy Hutsul
Board Member

*Marg Millar
Board Member

*Rose Peters
Board Member



Vision

Hope and Area Transition Society envisions a community that is free from trauma and systemic societal challenges. A community that has vibrant individuals and families who are resilient and have a sense of belonging, acceptance and connectedness to self, family, the community and society.

Mission

The Hope and Area Transition Society is a non-profit society in Hope that provides client-centered programs/services to individuals and families. Through a trauma-informed approach HATS will offer to clients and the community; services, advocacy and education to build resiliency, empowerment and inclusion.

27 year history serving the Eastern Fraser Valley and beyond

2018-2028 Strategic Plan Progress

Domestic Violence

- Enhancing In-House Services to women and children
- Sexual Assault Response and Prevention worker
- Continued work in developing Second Stage housing and supports
- Developing culturally appropriate services to Indigenous women and their families
- Pivoted services for women and children to virtual counselling sessions through COVID

Substance Use

- Continued collaborative efforts with Fraser Health on the development and enhancement of substance use services
- Continued efforts on the promotion and awareness of the Overdose response
- Pivoted services to include virtual counselling sessions to support individuals through COVID
- Increased distribution of harm reduction and naloxone supplies

Youth and Family Services

- Pivoted services to include virtual sessions to support individuals and families through COVID
- Enhancing programs through specialized groups targeting needs of individuals, youth, and families
- Continuum of services through early/middle/youth years
- Collaborative efforts with Ministry for Children and Families, Child and Youth Mental Health, and School District 78 in developing streamlined services

Homelessness

- Ongoing commitment and work in the establishment of Supportive Housing
- Enhanced services during COVID - increase of Outreach Workers
- Collaborative efforts with BC Housing in developing COVID safe spaces for clients
- Pivoted services to respond to the unsheltered population during COVID

Agency

- Ongoing work with BC Housing to establish housing for the vulnerable population
- Enhancing training for all staff
- Media campaign and enhancing social media platforms to promote agency services
- Ongoing development with community partners and Indigenous communities

Message from our Executive Director

Where do I begin in capturing the last year? Upon reflection the following words sum up 2020 for me. Heros, warriors, bravery, commitment, dedication, community, loss, sadness, and, grief. The range of emotions that we each endured, personally and professionally can not be summed up in an annual report. This past year I am able to see clearly the dedication that each of you have for your work and people that we serve, there is no doubt that each and everyone of you are in the arena daily doing the hard and sometimes thankless work, yet on the other end of the spectrum we are privileged to walk alongside and see the joy, the thankfulness in the eyes of the people that we serve, grateful for the dignity and respect that is shown to them, by you. Reflecting on the lessons learned - there are many, we are humans on a human journey together, learning, growing, and changing. Human beings adapt and adapt we did, we “pivoted” resources, service delivery. What I witnessed was that we showed up, we were authentic in our struggles, worries and concerns.

Life is filled with lessons and I ask, what have we learnt from the past year? If we knew that March 2020 would result in the our lives being turned upside down and the world shifting off its axis, what would we have done differently, what has changed for us in our lives, what is important and what is not? What I have come to appreciate is the simplicity of life, the importance of family and connectedness, finding balance and having hope, faith and most importantly love.

This Annul report is dedicated to our staff who tirelessly showed up each day to serve. A pandemic does not lessen social issues, it accentuates them. Staff placed their trust in us to lead them through protocols, safety measures, emotional support and overall guidance through turbulent and unprecedented times.

We have much to celebrate in this past year; learning how to virtually connect with our clients, enhancing our social media presence, community partnerships, increased funding for supporting families and individuals through COVID relief funds, and increased support services for our unsheltered population. We have been witness to the judgement and discrimination of those who are marginalized and oppressed in our community, as the 52-units of Supportive Housing was defeated by Council. This divisiveness within the community demonstrates that as a community there continues to be more work that is needed to raise awareness on the topic of homelessness and the complexities that result from those who are not housed adequately or not at all.

I am so truly blessed to do what I love to do and to have such great people as part of my journey, each of you teach me, stretch me, and allow me to make mistakes so I can be a better human.

In gratitude,

Gerry Dyble

Leadership Team

Gerry Dyble

Executive Director

Soraya Duncan

Finance Manager

Bonnie Millward

Youth Services Coordinator

Anna Gladue

Transition House Coordinator

Brian Dodd

Shelter Program Coordinator

Samantha Kelley

Family Services Coordinator

Roxanne Turcotte

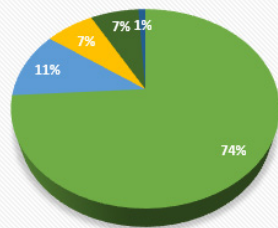
*Program Manager-Homeless
Outreach & Substance Use*



Finance

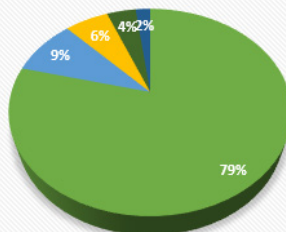
Revenues \$3,330,689

Provincial Government	\$2,446,501	74%
Fraser Health	\$378,184	11%
Federal Government	\$243,127	7%
Grants/donations	\$242,824	7%
Other/Surplus/Deferred	\$20,053	1%



Expenses \$3,258,248

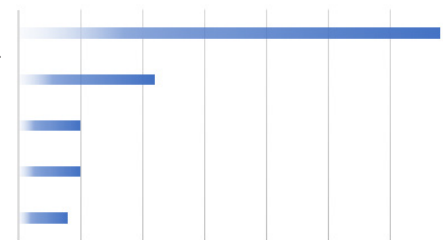
Wages/Benefits	\$2,585,301	79%
Program Costs	\$287,509	9%
Rent/Utilities/Maint.	\$185,767	6%
Contractor	\$125,991	4%
Office/Admin Costs	\$73,680	2%



Human Resources

Staff per program:

Substance Use and Homelessness = 34
 Domestic Violence = 11
 Family Services = 5
 Youth Services = 5
 Administration = 4



59 staff total

From our staff...

"I love being part of the HATS team because I know we are making a positive difference in our community."

"I am proud to be a part of the strong, passionate, kind and creative team at HATS! ... I appreciate the strong leadership that is modeled and provided. As an employee it makes me feel safe, cared for, valued, and believed in and that helps me to continue to give that same care and respect to my clients. This also inspires me to learn... I am especially proud of how HATS has continued to provide services in caring for our community through the pandemic. Still a year and half later other colleagues in the province have not been able to provide regular or even adapted services the way we have. Go Team!"

"I love being a part of the HATS team because I get to play an active role in breaking down stigmas and stereotypes, while seeing, hearing, and validating the individual in front of me."



How Clients Connect With Us

1,900

Walk-Ins

1,327

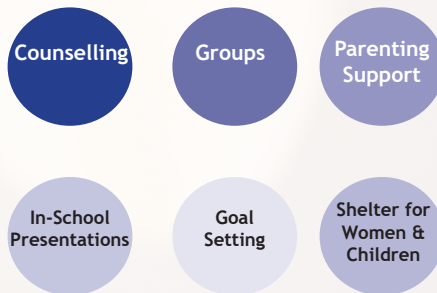
Calls for Assistance

6,643

Social Media



Domestic Violence Services



**496
Clients
Served**

of groups/presentations = 249
of Virtual sessions = 633

Virtual Connections

Many of the In-person counselling sessions pivoted during COVID-19 to virtual sessions. Phone and virtual sessions were quickly set-up to ensure that supports were maintained to individuals. The implementation of on-line education tools such as YouTube allowed for schools to continue to offer educational resources to students. The Stopping the Violence Program was predominately done through virtual sessions. Feedback from clients has been positive who attend individual and group sessions virtually and caseloads have seen an increase of clients.

Programs

- Jean Scott Transition House
- Second Stage Housing
- Prevention, Education, Advocacy, Counselling, Empowerment (PEACE)
- Stopping the Violence (STV)
- Violence Prevention Program (VPP)
- I Can Group

Substance Use Services



of groups and presentations = 300
of Harm Reduction kits = 2490
Naloxone Kits handed out = 363

**824
Clients
Served**

Harm Reduction Supports and Overdose Response

Throughout the past year support to those who use substances has been every-changing. Utilizing peers to support those who are active in their addiction has included peer groups, virtual connections, and distribution of harm reduction supplies. Responding to the overdose crisis through a coordinated effort with the Community Action Table (CAT), increases education and awareness on this parallel pandemic that we are fighting.

Programs

- Adult Substance Use
- Youth Substance Use
- Substance Use Prevention and Health Promotion
- Mental Health and Substance Use Community Connector
- Overdose Response



Youth Services

Social Media Platforms

Connections with our youth during COVID allowed us to engage through new approaches, such as our newly revised YouTube channel, offering videos on various topics and interactive groups sessions to continue to maintain our connections with youth. Social media is not new to youth, and HATS staff did have to learn new tools, strategies, and approaches when it came to social media engagement. Youth responded and connections were maintained.



Creating
Connections

Promoting
Inclusion

Building
Resiliency

Building
Capacity

542
Clients
Served

of groups/presentations = 523

Programs

- Youth Programs
- Boston Bar School/Community Program
- Youth Inclusion
- Youth Coordinator
- Summer Adventure Program
- Learn to Eat Program
- Building Transitions Group
- The Community
- Queer Connex
- Moving Forward
- Backpack Buddies Program
- Hope Child/Youth Network
- Craft and Chat
- Hope Youth Voices
- Healthy Girls Network

Family Services

Conflict
Resolution

Life &
Social
Skills

System
Navigation

Trauma
Response

Reconnecting
Families

of groups and presentations = 38
of sessions = 907

244
Clients
Served



Programs

- Key Worker
- Family Therapy
- Family Connections
- Youth Connect

Maintaining Families

Maintaining family connections during COVID resulted in staff creating new ways of working with parents and children. Big outdoor spaces and virtual connections via MS Teams became the norm. Working with parents and children to understand the “new normal” and “safety protocols”. Working remotely and conducting visits and meetings in ways that are not necessarily conducive to building parent/child bonds. Families are resilient and staff promoted this resiliency through building and maintaining their established relationships with families.

Homelessness Services

Basic
Human
Needs

Advocacy
/Referral

Case
Planning

Community
Awareness



199
Clients
Served

of interactions/unsheltered = 2267
of turn aways at shelter = 262
of meals distributed = 4653

Reducing COVID Transmission for the Vulnerable Sheltered/ Unsheltered People

To reduce the transmission of COVID-19, BC Housing and HATS partnered on opening an Isolation Centre. This allowed for shelter guests to spread out and reduce the number of guests in the Shelter. The need to keep the unsheltered people informed of the pandemic and resources to support them, was done through community Outreach. Feeding people, offering harm reduction, and informing people of vaccination opportunities was the focus during this past year.

Programs

- Homeless Outreach
- Evening Homeless Outreach
- Emergency Shelter
- Colonial Motel
- Mental Health Nurse
- Extreme Weather Response

Covid Services

Phones/
Data Plans

Food
Vouchers

Mental
Health
Support

Rent
Subsidies

Connections
Relationships

of groups = 145
of interactions = 919

195
Interactions

Enhanced Services during COVID

HATS received additional funding to support our vulnerable individuals, youth and families during this past year of the pandemic. With many restrictions in place, limited access to services, the need to additional services, supports and workers was implemented. A youth worker and evening outreach workers to support our at-risk population. Additional beds space for those fleeing domestic violence, isolation beds for those who were homeless and awaiting COVID testing. Data plans and cell phones for people to stay connected to services and food and/or food vouchers. All these elements played a significant role in supporting people during the pandemic.



Programs

- Youth Outreach
- Women's Shelter
- Vancouver Foundation
- Reaching Home
- Evening Outreach Program

COVID money = \$35,860

Rent supplements = \$10,968
Food = \$20,812
Cell phones/Data Plans = \$4,080

Client Stories

“Thank you for helping my son find something meaningful to do.” - Parent

“I’m feeling a lot healthier” and “I haven’t been this happy in a long time”. I’ve gained weight and have am in better health.” - Colonial motel guest

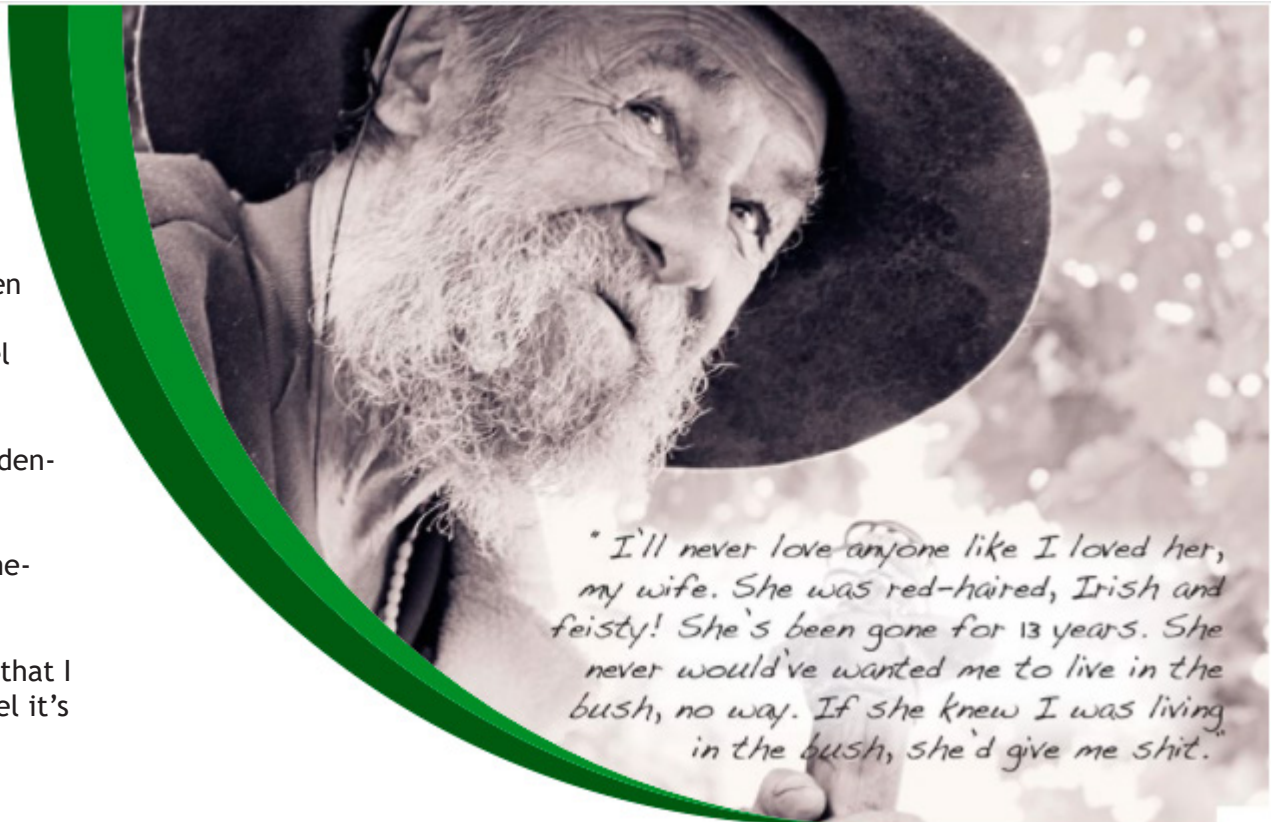
“Being part of group helps me understand my identity.” - Youth

“The Community group is awesome, finally something for us” - Youth

“my self-esteem has risen” and “I used to feel that I would not ever fit in with society, and now I feel it’s possible.” - Shelter guest

“...this house was a special place....it was carefully arranged with a lot of cute things to create comfort.....they helped us and gave us opportunities to start a new life. I want to say thank you - this help allowed me to remain human, live without resentment and hatred.....what a huge wing of care to have protect me.” - Transition House client

“Thanks and much appreciation for your kindness and helping hands at the transition house. I am thankful to be reconnected with my family and things are looking up. The kindness and love we found in Hope was much needed. Thanks again and good vibes sent your way”
- Transition House client



Funders and Donors

Hope and Area Transition Society is a multi-funded, multiservice agency. We achieve our vision and mission through the support of numerous donors, foundations, and funders, including some of our major funders shown below:



Canada

- Reaching Home: Canada's Homelessness Strategy



Lower Mainland



- BC Housing
- Ministry of Public Safety Solicitor General
- Ministry for Children and Family Development
- Fraser Health



We acknowledge that we gather on the traditional ancestral and unceded shared territory of the Chawathil people of the Tiyt Tribe. The Tiyt Tribes of the Stó:lō territory extend along the boundaries down both sides of the Fraser River from Yale to Seabird. We acknowledge that our work extends into the traditional ancestral unceded shared territory of the Nlaka'pamux people from Spuzzum to Lytton.

We acknowledge the many community and regional partnerships that contribute to the work of the Hope and Area Transition Society. The many donors and supporters who contribute cash, clothing, food, furniture, household items and countless other items that help our clients regain their self-worth and dignity. This is not a hand-out; it is a hand-up. We acknowledge the District of Hope for their permissive tax exemption.

Finally, we acknowledge Jean Scott (April 12, 1912 - February 25, 2015), the namesake of the Transition House, born in an era where women were disenfranchised. Jean spent her life as a community activist and feminist, she firmly believed that what we do know gives strength, courage, and encouragement to those who are following us and that we ought to give credit to those who carried the very difficult campaign forward of being a trailblazer for women's equality.