

A background image showing several hands of different skin tones reaching up from the bottom and forming a heart shape in the center. The hands are positioned around the text "Annual Report 2021-2022".

Annual Report
2021-2022

Resiliency
Empowerment
Inclusion

Message from our Board Chairperson

It has been my pleasure to represent the Hope and Area Transition Society as Chairperson of the Board. Over the years on the Board, I and the rest of the Board have come to recognize and appreciate the efficient and effective work that HATS does in the community. This begins with our Governance approach, then the daily operations led by the Executive Director and then the delivery of services and programs by the staff, overseen by the Program Managers and Coordinators.

This past year the Board reviewed and updated the Strategic Plan, and we continue to focus our efforts on Supportive Housing for our most vulnerable unsheltered and precariously housed people. It is our hope that the divisiveness within the community on the issue of homelessness can lead to common ground when it comes to housing. No matter what led you to homelessness, we all seek shelter, food and safety, the fundamental basic needs for humans to survive.

Hope and Area Transition Society is an integral community partner and has taken the lead on many significant projects within the community. Leading four broad streams of service for 25+ years; Domestic Violence, Homelessness, Substance Use services, and Youth and Family Services, HATS recognizes the necessary work that is needed to see our community as healthy and vibrant.

While we were still living in a world of a pandemic we were faced with more adversity, which included natural disasters, extreme weather and continued unprecedented events that required the agency to pivot and adopt new ways of service delivery.

Our collective HATS go off the team of Hope and Area Transition Society, who day-in and day-out work with those who are impacted by trauma, marginalization, oppression, and discrimination based on their social status. We commend and recognize them. Equally committed to the work that is done in the agency is the dedicated Board of Directors who diligently review reports, financial data, and budgets to ensure oversight and due diligence is maintained. We have a strong, diverse Board who is committed to work alongside the Executive Director and the Staff in supporting initiatives that will address the emerging issues, trends, and gaps in service delivery. I look forward to another year as the Chair of the Board and am looking forward to what the 2022/2023 year has in store for HATS and the community.

Respectfully

Susan Johnston



H.A.T.S. Board of Directors

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Board Chair

*Marianne Cameron
Secretary

*Patricia Daws
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*Jake Giles
Board Member

*Balan Moorthy
Board Member

*Marla Rosenberg
Board Member

2018-2028 Strategic Plan Progress

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.

28 year history serving the Eastern Fraser Valley and beyond

Domestic Violence

- Enhancing In-House Services to women and children
- Sexual Assault Response and Prevention worker
- Sexualized Violence Response Team
- 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

My report for the 2021/2022 year acknowledges the traditional, ancestral and unceded territory of the S'ólh Téméxw (Stó:lō) and Ntekepmx Tmix (Nlaka'pamux) territories. Specifically, the communities of Peters, Sho'hamel, Chawathil, Yale, Union Bar, Spuzzum, Boston Bar and Boothroyd. We are embraced and protected by the mountains and are nourished by the flow of living waters from the Coquihalla River down to the Fraser River. The richness of this natural beauty sustains and breathes life into us. Thank you for sharing your territory with us.

Writing an annual report requires capturing the highlights and significant events of the past year. However, I have to wonder if we stopped to consider the significance and the highlights in each day, and the gratitude for what is present in each moment, rather than noting the grand events in an annual reflection, that we honor each day by showing up and being present in our world and that we claim the day to be meaningful and have importance in our lives, how might this change the trajectory of living in the present moment?

Heat domes, atmospheric rivers, extreme cold weather events, highlights some of the challenging external elements that we navigated last year. Along with these factors, the navigation of day-to-day situations, with our clients continue to be close to our hearts. Lack of housing, social injustice, poverty, discrimination, oppression and inequities, just to name a few make up the mountain that we climb daily with our clients and climb we do, putting one foot in front of the other. The significance of the past year can be summed up into a word "humanity". Defined as compassionate, sympathetic, or generous behaviour or disposition. As human beings we seek, love, kindness, care, compassion and acceptance. The state of humanity, shows up each day in the staff who demonstrate these qualities and this showed up and shone through on November 14, when it was required of us to

step into a natural disaster which was unprecedented. The HATS team came together to show our spirit of love and kindness to strangers, to our community and to each other. What some of the staff had to say about this natural disaster was, "Leadership who make decisions and staff who are willing to do what is needed". "All of our staff that I worked with had good attitudes about pivoting to do what was needed." I thought when the pandemic hit us in 2020 that I could not have been more proud of the team, this natural disaster superseded how we rallied in 2020.

With the challenges comes the successes, these include the continued support for seeing Supportive Housing become a reality in a new location, garnering continued funding for our clients who are impacted by COVID and supporting them in ways to maintain housing, and meeting their basic needs. We continue to work as a team, pivoting our programs and services as necessary, increasing our social media presence and working collaboratively with our community partners.

This report is dedicated to our clients, for many the services that HATS offers sustains them, where they can find comfort, refuge, non-judgmental support, a place to laugh, cry, celebrate and grieve. For those clients that we lost this past year, your life journey touched us, and you were a blessing to this world. We are honored to be part of the journey and we will continue to walk this journey together.

I will close with these words from the Dalai Lama, "if we wish to ensure everyone's peace and happiness, we need to cultivate a healthy respect for the diversity of our peoples and cultures, founded on an understanding of this fundamental sameness of all human beings."

In gratitude,

Gerry Dyble

Leadership Team

Gerry Dyble

Executive Director

Soraya Duncan

Finance Manager

Bonnie Millward

Youth Services Coordinator

Anna Gladue

Transition House Coordinator

Isabel Perez

Shelter Program Coordinator

Rachael Armstrong

Shelter Program Manager

Samantha Kelley

Family Services Coordinator

Roxanne Turcotte

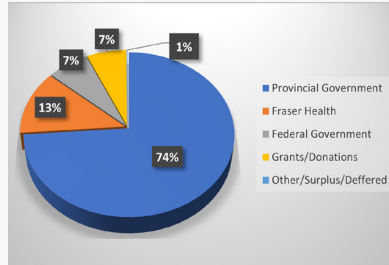
*Program Manager-Homeless
Outreach & Substance Use*



Finance

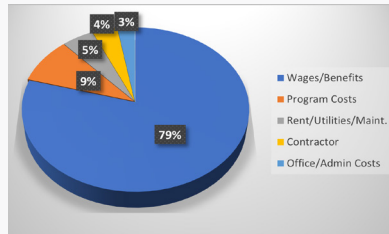
Revenues **\$3,579,679**

Provincial Government	\$2,641,888	74%
Fraser Health	\$450,779	11%
Federal Government	\$247,620	7%
Grants/donations	\$235,471	7%
Other/Surplus/Deferred	\$3,921	1%



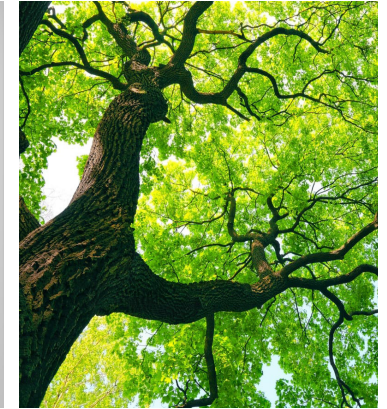
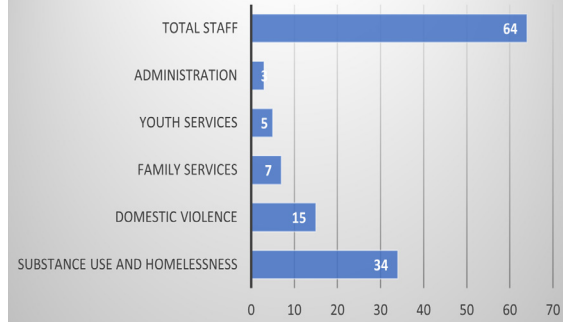
Expenses **\$3,366,486**

Wages/Benefits	\$2,674,055	79%
Program Costs	\$303,420	9%
Rent/Utilities/Maint.	\$166,773	5%
Contractor	\$131,046	4%
Office/Admin Costs	\$91,192	3%



Human Resources

Staff per program



From our staff...

"Working for HATS has been such a great experience and I am so grateful for all the trainings and opportunities to learn and grow that come from this agency."

"I love the people I work with because we are like-minded people. I feel HATS vision and principles align with my own and that's the main reason I love working for HATS"

"I love my job. I believe that all people have the right to shelter and to be treated with dignity and without judgement. HATS' values align with my own personal values and I believe that the work we do has meaning that goes far beyond just a pay cheque"

"Community greatness is measured through the kind acts of its members. We are not just homeless outreach; we are proud to be Community Outreach."



How Clients Connect With Us

2,383

+25.42%

Walk-Ins

1,371

+3.32%

Calls for Assistance

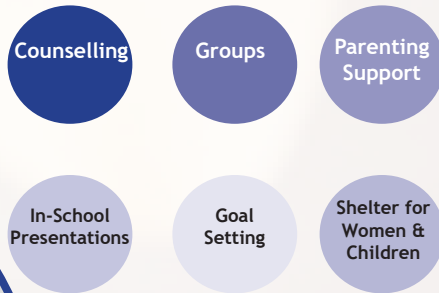
27,669

+317%

Social Media Reach



Domestic Violence Services



**917
Clients
Served**

of groups/presentations = 363
of D.V. calls received = 390

Pivoting Services & Implementing New Programming

Many restrictions were still in place due to COVID-19, services continued to be offered either virtually or in-person. Working closely with our community partners we adopted new practices and protocols for service delivery. By the end of the year most services were delivered in-person. The summer of 2021 saw the implementation of the Sexualized Violence Team through Provincial Funding for 2 years. The Fraser-East Sexualized Violence team was established with partners from across the region and with our Indigenous communities. A strategic plan has been developed and adopted for this project, and Third-Party reporting and Hospital protocols have been implemented.

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
- Sexualized Violence Response Team

Substance Use Services



of homeless outreach interactions = 1627
of substance use sessions = 1251
of groups and presentations = 80
of Harm Reduction kits = 1405
Naloxone Kits handed out = 348

**621
Clients
Served**

Harm Reduction Supports and Overdose Response

We continue to offer support for those who use substances, with ever-changing delivery of services, especially during COVID. Utilizing peers to support those who are active in their substance use 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 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

Building Resiliency

The Youth Services Team continued to provide a wide collection of services for youth. Services and supports focused on psycho social wellbeing for children and youth. Due to the restrictions of the pandemic, the team has continued to work collaboratively with its various partners to provide options for youth and families accessing services. This includes in person sessions, classroom presentations, one on one, groups, referrals, events, and more.



Creating Connections

Promoting Inclusion

Building Resiliency

Building Capacity

1843
Clients Served

of groups/presentations = 1411

Programs

- Youth Coordinator
- Boston Bar Community Prevention
- Youth Inclusion
- Substance Use Prevention & Health Promotion
- Violence Is Preventable
- Summer Adventure Program
- Building Transitions Group
- The Community
- Hope Child & Youth Triage Consultation
- Youth Outreach Response (Covid)
- Back Pack Buddies
- Hope Child/Youth Network
- Healthy Girls Network
- Hope Virtual Connections

Family Services

Conflict Resolution

Life & Social Skills

System Navigation

Trauma Response

Reconnecting Families

of groups and presentations = 49
of sessions = 994

302
Clients Served



Family Strengthening

Continuing to build strength, resilience and connection within families and community was our teams focus. As we continued to navigate the “new normal” and ever changing guidelines we also saw community strength in times of need. The team advocated creative ways for families to stay connected and engaged. Families demonstrated their resiliency and knowing when to reach out for additional support. We continued to see families work hard to thrive through difficult circumstance.

Programs

- Key Worker
- Family Therapy
- Supported Access Program
- Middle Years Fall Kickoff
- Stress Less
- Youth Connect
- Family Time Series
- Parent Support Group
- Experience More
- HATS Pop Ups

Homelessness Services

Basic Human Needs

Advocacy /Referral

Case Planning

Community Awareness

156 Clients Served

of guests sheltered/nights = 8308
 # of meals at the door = 2269
 # use of portable shower = 363

Extreme Weather Response
 # guest shelter/nights = 453

Mental Health Nurse
 # of client files reviewed = 139
 # of clients assessed = 62
 # of calls made/received regarding clients mental health needs = 208

Programs

- Homeless Outreach
- Evening Community 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

83 Clients Served

of interactions = 1000+
 # of harm reduction kits dispensed = 312
 # food vouchers/meals distributed = 500+
 # clothes, hygiene kits & bus tickets distributed = 298
 # of hazards cleared in the community = 100+

Continued COVID Services

Funding was continued to ensure support was being offered to our vulnerable individuals, youth and families. The Evening Community Outreach workers received funding through the Strengthening Hope Project. Bed spaces for those who were awaiting COVID test were maintained, food vouchers, data plans, rental supports, and travel vouchers were part of the COVID funds. All these enhanced supports played a significant role in assisting our vulnerable people.

Programs

- Reaching Home
- Evening Outreach Program
- Strengthening Hope Project

COVID Money = \$200,000

Evening Outreach = \$157,000
 Rent supplements = \$16,000
 Food = \$20,000
 Cell phones/Data Plans = \$2,500
 Travel = \$4,500



Enhanced and Continued Services for Vulnerable and Unsheltered People

COVID-19 protocols remained in place to ensure safety and reduce transmission. The Isolation Centre expanded to offer more additional space as needed. Focus was supporting clients to get vaccinated. During extreme weather events that occurred in the summer with the heat dome, the atmospheric river, road closures and cold winter conditions, staff at the shelter and Outreach worked to ensure safety, supplies and refuge were available to those who needed them.



Client Quotes

“Happy International Women’s Day! You are the most helpful woman in my life.”

“The Key Worker program supported me in a time of need and were very successful with helping me find a home.”

“You’re an outreach worker, you care. You help people from killing each other. You guys give us hope. We are human too.”

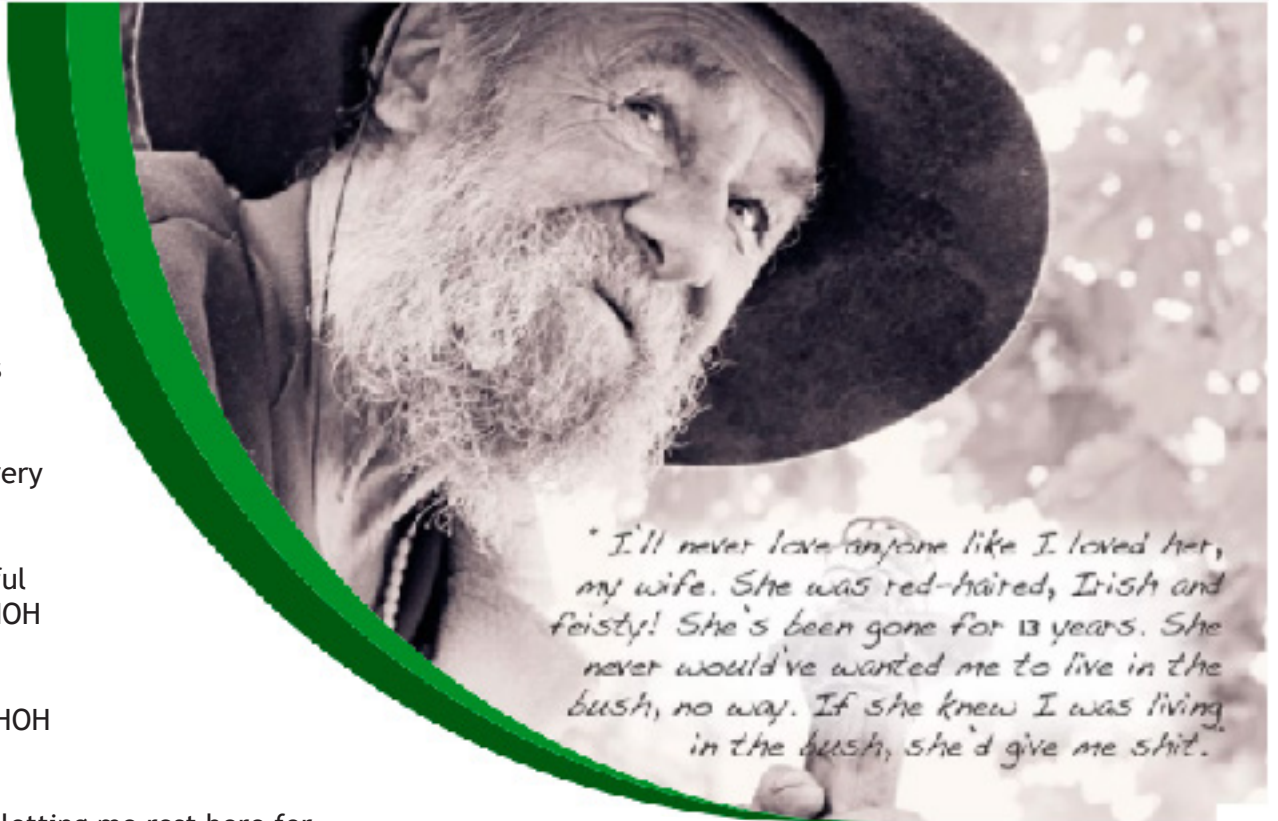
“HATS is great! I really enjoy the peer group every week. But the snacks and coffee are amazing”

“I love it (here) because I feel calm and peaceful when I come home and can just go to bed.” - HOH Shelter Guest

“The Staff make me feel well taken care of” - HOH Shelter Guest

“Thanks for being so cool & understanding and letting me rest here for a while. All you guys are great” - HOH Shelter Guest

“While working with staff, we have formulated many plans and goals that have helped me be successful in working on being a better version of myself. I enjoy working with staff and am thankful for their willingness to do the best that they can to help support the clients that they works with. The staff is very resourceful and has been able to find information and answer the many questions, regarding matters that have arose in my life.”



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



- 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.