



Annual Report
2022-2023

**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. Through my years on the Board and as the Chairperson, I and the Board have witnessed how HATS is integral in the community, providing prevention and intervention services and programs to those who are marginalized and oppressed.

Through the guidance of the Board to the Executive Director, and through to the leadership team and then onto the front-line staff, good work is being done, lives are being changed and capacity is being modelled for our clients. Notably, this past year the Board commissioned Harbor West Consulting to review the organizational structure of the leadership team and make recommendations for efficiencies and growth in the coming years. The Board also worked to create a strategic Board Development and Recruitment plan, seeking skilled, qualified individuals to be part of the future of the Hope and Area Transition Society Board of Directors.

Although we have come through the worst of the pandemic and lock downs, HATS continues to offer virtual and remote services, and this will continue to be the way we will operate, ensuring our reach is far and wide.

The Board of Director's was pleased, in that Council approved the 56-units of Supportive Housing last Fall. We look forward to this building opening in the Fall of 2024. Once housed, individuals can then set goals for change, seek

the necessary medical support and wellness opportunities in which change can occur. The Board also wants to ensure that recognition is allotted to all programs and services under the HATS umbrella, from Domestic Violence, Substance Use, Youth and Family Services and Homelessness. The work that is done through these programs is invaluable to the community and to the people who access these programs.

To the dedicated staff, who day-in and day-out work with those who are impacted by trauma each of you must be commended and recognized. Equally committed to the work that is done in the agency is the dedicated Board of Director's 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 working alongside the Executive Director and the leadership team in supporting initiatives that will address 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 2023/2024 year has in store for HATS and the community.

Respectfully

Susan Johnston



H.A.T.S. Board of Directors

*Susan Johnston
Board Chair

*Nancy Hutsul
Board Member

*Marg Millar
Board Member

*Jake Giles
Board Member

*Mark Bentley
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.

29 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

The beautiful lands in which Hope and Area Transition Society provides service is on the traditional, ancestral and unceded territory of the S'ólh Téméxw (Stó:lō) and Ntekepmx Tmíx (Nlaka'pamux) territories. Specifically, the communities of Peters, Sho'hamel, Chawathil, Yale, Union Bar, Spuzzum, Boston Bar and Boothyrod. 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.

I am so very proud of the work that Hope and Area Transition Society continues to do in our community and surrounding area. The work is difficult, messy, and challenging, however through this messiness we find hope and we celebrate the successes of those who are do not have people in their corner, we cheer them on, we sit with them in their pain, and we walk alongside of them in their journey.

To summarize a year's worth of good work that HATS does, in a couple of paragraphs does not do justice to the impact and changes that happen within the lives of our clients. Throughout this report you will see these impacts, the achievements, and accomplishments. The housing supports, the referrals, the reunification of parents with their children, the acknowledgement of historical trauma and the impact that this trauma has on various social ills. Prevention, intervention, and education of violence against women, substance use, the acceptance of and diversity of the LGBTQiA+ community, recognizing the impact that poverty has on the social and health determinants, and the complexity of homelessness. This is what staff do each day in their work, support our marginalized, oppressed, and vulnerable people. Society

talks about heroes, looks for people to idolize, all we have to do is walk through the doorway of a HATS building and you come face-to-face with a hero.

Collectively we can exhale and reflect on the past several years of working through a pandemic, extreme weather patterns, and uncertainties in the world and know that we got this, and we got each other. We can now offer diversity in services through a virtual platform ensuring that our clients are not left behind or fall between the cracks.

I am excited about what the next fiscal year holds, and I know as the Executive Director of this integral agency we can achieve, sustain, and accomplish just about anything collectively. To my Board of Directors thank you for your ongoing support and dedication to HATS, to my leadership team thank you for challenging me, asking questions and your continual acceptance of the trajectory of where HATS is heading. To the frontline staff who work tirelessly with our clients, being the light in their lives, building trusting relationships and walking alongside of them, and to our clients, HATS is where you can find comfort, refuge, non-judgemental 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.

"Learn to light a candle in the darkest moments of someone's life. Be the light that helps others see; it is what gives life its deepest significance." - Roy T. Bennett

In gratitude,

Gerry Dylbe

Leadership Team

Gerry Dylbe

Executive Director

Soraya Duncan

Finance Manager

Carolyn Mui

H.R. Manager

Bonnie Millward

Youth Services Coordinator

Anna Gladue

Transition House Coordinator

Isabel Perez

Shelter Program Coordinator

Rachael Armstrong

Shelter Program Coordinator

Samantha Kelley

Family Services Coordinator

Roxanne Turcotte

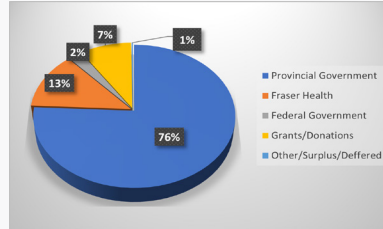
*Program Manager-Homeless
Outreach & Substance Use*



Finance

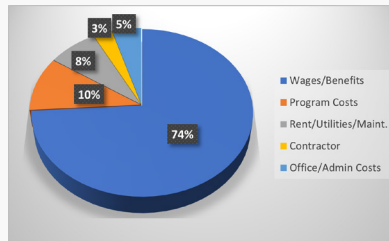
Revenues **\$4,185,529**

Provincial Government	\$3,172,153	76%
Fraser Health	\$533,078	13%
Federal Government	\$99,480	2%
Grants/donations	\$371,211	7%
Other/Surplus/Deferred	\$9,607	1%



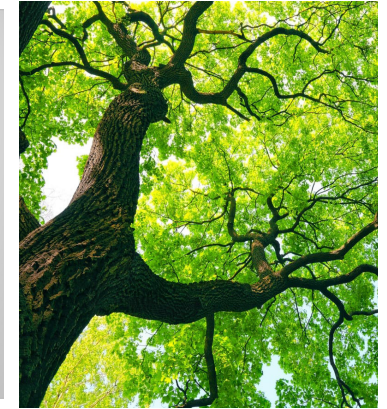
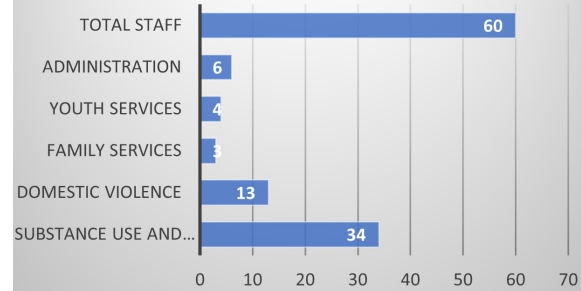
Expenses **\$4,222,862**

Wages/Benefits	\$3,124,362	74%
Program Costs	\$441,573	10%
Rent/Utilities/Maint.	\$333,817	8%
Contractor	\$126,462	3%
Office/Admin Costs	\$196,648	5%



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 at the Main Office

3,526

+32%

Walk-Ins

1,415

+3%

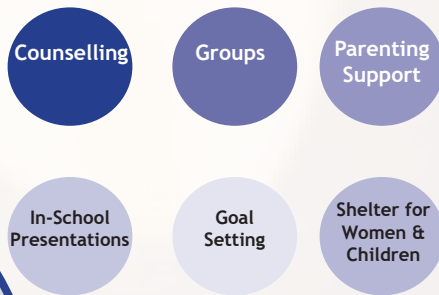
Calls for Assistance

76,240

+637%

Social Media Reach

Domestic Violence Services



**752
Clients
Served**

of groups/presentations = 113
of individual sessions = 665
of D.V. calls received = 580

Pivoting Services & Implementing New Programming

In 2022, 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 Sexualized Violence Team and the newly created Domestic Violence Outreach Worker continued through Provincial Funding.

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
- Domestic Violence Outreach

Substance Use Services



**429
Clients
Served**

of homeless outreach interactions = 1102
of substance use sessions = 1264
of groups and presentations = 136
of Harm Reduction kits = 2432
Naloxone Kits handed out = 424

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 through 2022. Utilizing peers to support those who are active in their substance use has included peer groups, virtual connections, and distribution of harm reduction supplies. The Community Action Table (CAT) continues to respond to the overdose crisis through a coordinated effort of increased education and awareness.



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 array of programs for youth. Services and supports focused on psycho, social, and emotional wellbeing for youth. The team continues to build and access strong partnerships and collaborates with community partners and stakeholders to provide options for youth and families accessing services. This includes in person sessions, classroom presentations, one to one, groups referrals, events, and more.



Promoting Youth Voices

Support & Referrals

Community Bridges

Creating Connections

Promoting Inclusion

Building Resiliency

1584
Clients Served

of groups/presentations = 407
of sessions = 514

Programs

- Youth Coordinator
- Boston Bar Community Prevention
- Youth Inclusion
- Substance Use Prevention & Health Promotion
- Violence Is Preventable
- Youth Summer Adventures
- Building Transitions Group
- The Community- 2SLGBTQIA+
- Hope Child & Youth Triage Consultation
- Back Pack Buddies
- Hope Child/Youth Network
- Learn to Eat
- Youth Council
- Drug & Alcohol Survey (223 completed)

Family Services

Conflict Resolution

Life & Social Skills

System Navigation

Trauma Response

Reconnecting Families

of groups and presentations = 117
of sessions = 913

237
Clients Served



Family Strengthening

The team continues to focus on building strength and resiliency in families while building connections to resources and increasing accessibility to services. Families demonstrated their resiliency by knowing when to access and request additional support. We continued to see families work towards healing and growth.

Programs

- Key Worker
- Family Therapy
- Supported Access Program
- Stress Less
- Youth Connect
- Family Time Series
- CALM
- Boston Bar Community Connections

Homelessness Services

Basic Human Needs

Advocacy /Referral

Case Planning

Community Awareness

251 Clients Served



House of Hope Shelter
 # total stays = 3617
 # clients sheltered = 118
Colonial Shelter
 # total stays = 6405
 # clients sheltered = 32
Extreme Weather Shelter
 # total stays = 1797
 # clients sheltered = 101

Mental Health Nurse
 # of client files reviewed = 143
 # of clients assessed = 94
 # of calls made/received regarding clients mental health needs = 226

Enhanced and Continued Services for Vulnerable and Unsheltered People

The Isolation Centre continued to offer additional space as needed. During extreme weather events that occurred in the summer a Temporary Weather Response Trailer was implemented and cold winter conditions, staff at the shelter and Outreach worked to ensure safety, supplies and refuge were available to those who needed them.

Programs

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

Covid Services/Personal Care

Mental Health Support

Connections Relationships

Rent Subsidies

of interactions = 1254
 # of harm reduction kits dispensed = 3,337
 (includes 418 Naloxone Kits)
 # clothes, hygiene kits & bus tickets distributed = 509
 # of hazards cleared in the community = 81

474 Clients Served

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. Continued enhanced supports played a significant role in assisting our vulnerable people.



Programs

- Reaching Home
- Evening Outreach Program
- Strengthening Hope Project
- Main Office Front Desk

Client Quotes

“(the shelter) is a safe place for me” - HOH Guest

“Getting ID & Dr appointments without shelter, I wouldn't have known how” - HOH Guest

“I have the stability, now I need to focus on being able to work on myself” - Colonial Guest

“I feel safe and don't have to worry about my stuff going missing” - Colonial Guest

“The Keyworker Program supported me in a time of need and they were very successful with helping me find a home.” - Keyworker Client

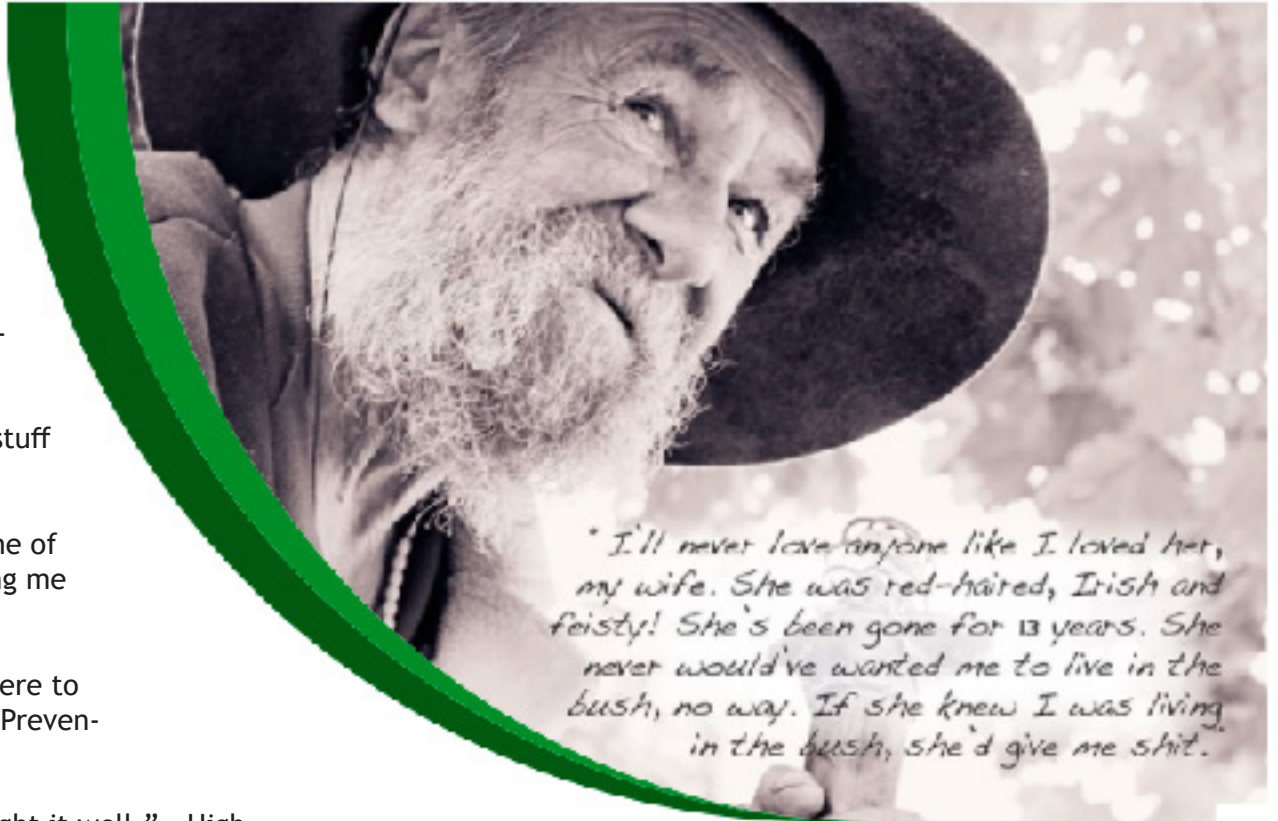
“10/10 If I have issues with anything I know where to go now.” - High School Student (Substance Use Prevention Presentation)

“She was very informed on the subject and taught it well.” - High School Student (Substance Use Prevention Presentation)

“The support and kindness of staff assisting me with goals and needs but also making me feel safe and supported. Thank you with all my heart”- Transition House Guest

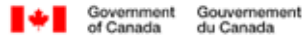
“Everything was amazing here...a safe place, that felt homey....the staff are talented and so kind” - Transition House Guest

“Hats off to H.A.T.S - one day, I aspire to join your society to help others” - Transition House Guest



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.