



Annual Report
2023-2024

Resiliency Empowerment Inclusion



Fraser East Affordable
Housing Society

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 created a sister agency to HATS, this is Fraser-East Affordable Housing Society. This Society purchased the Ryder Apartments, a 40-unit low to moderate income housing facility. As the Agency continues to grow, we are looking forward to the opening of Supportive Housing in 2025 and other initiatives that support the organization's Strategic Plan.

The Board recognizes all the 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. Prevention is instrumental in avoiding social ills and mitigates the need for intervention which can be intrusive and overwhelming in one's life.

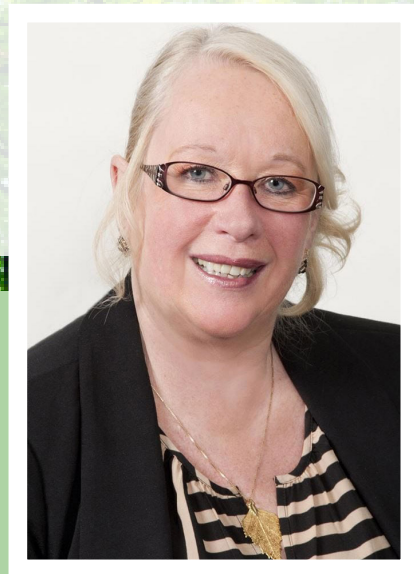
To the dedicated staff, who day-in and day-out work with those who are impacted by trauma, each of you must be commended and recognized. Equally committed to the work that is done in the agency is the dedicated Board of Director's who diligently review reports, financial data, and budgets to ensure oversight 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 2024/2025 year has in store for HATS and the community.

Respectfully,

Susan Johnston

Susan Johnston



H.A.T.S. Board of Directors

*Susan Johnston
Board Chair

*Mark Bentley
Treasurer

*Julie Blok
Director

*Jake Giles
Director

*Nancy Hutsul
Director

*Claire MacDonald
Director

*Lynn Marvell
Director

*Marg Millar
Director

*Balan Moorthy
Director

*Timothy Morgan
Director

*Marla Rosenberg
Director

*Anne Todd
Director

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.

30 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 shared territories of the ntekepmxúym'xw, Xw-chiyò:m, Sts'ailes, Sq'éwlets, Shxw'ówhámél, Sq'ewa:l'xw, Sq'éwqel, and Chawathil people. The Chawathil people are from the Tiyt Tribe of the upper Stó:lō Nation. The Tiyt Tribes of the Stó:lō extend down both sides of the Fraser River from Yale to Sq'éwqel and the Peters territory. We thank them for allowing us to carry out the work we are doing. 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.

Living in a post-pandemic world, we are learning what this statement means and the effect it has on societies, economies, and humans. What is the extent of this crisis and how will it permanently reshape our world? The fallout from the crisis has both amplified familiar risks and has created new ones, perhaps this change at this scale also creates new opportunities for managing systemic challenges and ways to build back better.

Reflecting on the past year is an opportunity to consider our accomplishments and our struggles, it is easy to highlight the "big achievements" that we as an agency have accomplished, like creating a new nonprofit (Fraser-East Affordable Housing Society) to purchase a low to moderate housing complex or securing new funding to offer sexual

assault services. I will take this opportunity to reflect on the achievements, which include the day-to-day work that is done through our programs and by the staff who support, guide, and stand beside our clients as they make significant changes in their life that will impact the trajectory of their life. It is our clients that I want to celebrate and honor, they do the hard work through healing their traumas, substance use, their intergenerational patterns of abuse, and acknowledging their shortcomings. Hope and Area Transition Society is here to celebrate these accomplishments, their success is our success.

Looking forward to another year I can only attend to what is happening in the here and now. When we project too far into the future, we assign outcomes and measurements of success and failures. It is my hope that we each show up every day and bring our very best to the world and to those who we encounter. Next year I want to highlight the success of showing up and doing our very best and being the very best in the world. Many years ago, Jackie White was on our Board, she was such a light, she held a presence that illuminated through her. I can still hear her words to me "one foot in front of the other". That is my commitment for the coming year, on foot in front of the other. Honoring the past and moving forward toward the future. In gratitude,

Gerry Dyble

Leadership Team

Gerry Dyble

Executive Director

Soraya Duncan

Finance Manager

Mandy Paisley

H.R. Manager

Roxanne Turcotte

Manager- Housing Programs

Allison Paterson

Manager- Outreach Services

Samantha Kelley

Manager- Family & Youth

Anna Gladue

Transition House Coordinator

Rachael Armstrong

Shelter Program Coordinator

Isabel Perez

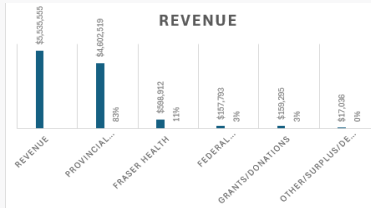
Shelter Program Coordinator



Finance HATS

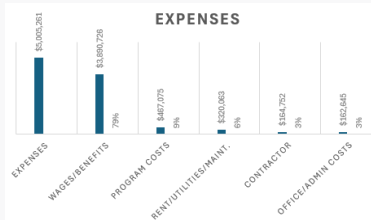
Revenues **\$5,535,555**

Provincial Government	\$4,602,519	83%
Fraser Health	\$598,912	11%
Federal Government	\$157,793	3%
Grants/donations	\$159,295	3%
Other/Surplus/Deferred	\$17,036	0%



Expenses **\$5,005,261**

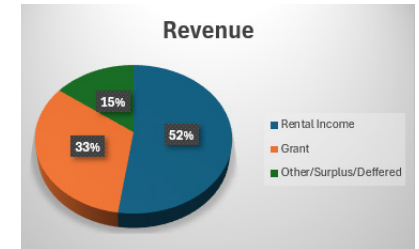
Wages/Benefits	\$3,890,726	79%
Program Costs	\$467,075	9%
Rent/Utilities/Maint.	\$320,063	6%
Contractor	\$164,752	3%
Office/Admin Costs	\$162,645	3%



Finance FEABS

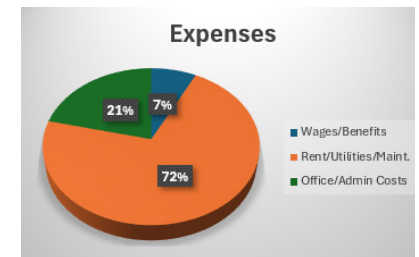
Revenues **\$428,011**

Rental Income	\$223,894	52%
Grant	\$140,906	33%
Other/Surplus/Deferred	\$63,211	15%

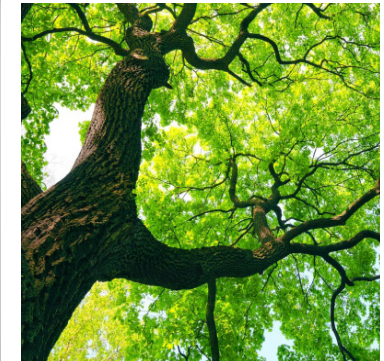
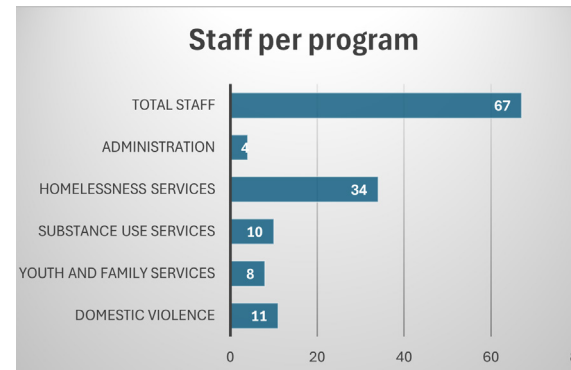


Expenses **\$276,683**

Wages/Benefits	\$20,445	7%
Rent/Utilities/Maint.	\$197,580	72%
Office/Admin Costs	\$58,658	21%



Human Resources



How Clients Connect With Us at the Main Office

3,984

+13%

Walk-Ins

1,624

+13%

Calls for Assistance

130,432

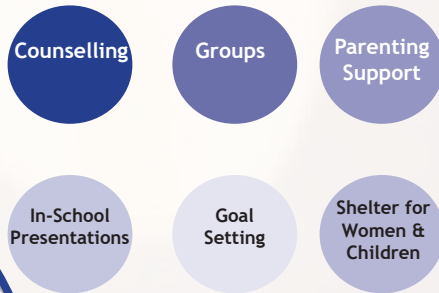
+71%

Social Media Reach

From our staff...

"Being a frontline worker for Hope and Area Transition Society brings purpose to my life. I appreciate everything we do here."

Domestic Violence Services



**671
Clients
Served**

of groups/presentations = 181
of individual sessions = 987
of D.V. calls received = 642

Jean Scott Transition House

Transition house services returned to normal operations in the 2023/2024 year. We had many nights at full occupancy and worked with women and their families to transition to a violence free life. Services include in-house support from MSDPR and STV. We continue to support women with or without children in our second stage program and have been working collaboratively with community partners to help provide wrap around service.

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
- Sexual Assault Services Program
- Domestic Violence Outreach

Substance Use Services



of homeless outreach interactions = 781
of substance use sessions = 1475
of groups and presentations = 45
of Harm Reduction kits = 2722
Naloxone Kits handed out = 394
Hygiene Kits = 663

**313
Clients
Served**

Harm Reduction Supports and Overdose Response

We continue to offer support for those who use or have used substances or are substance affected. Harm reduction supplies including take home naloxone kits and sharps disposal receptacles continue to be distributed from the HATS office and shelter locations. We value the use of peers to support those who are active in their substance use by including 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 continues to provide inclusive support programs to youth and their families in the community. Their focus is the supporting the wellness in all areas of youth's lives with a trauma informed, strengths based and solution focused perspective. The team continues to collaborate and build relationships between youth and community partners and stakeholders to ensure holistic services. These programs include one to one sessions, school based supports, group, classroom presentations, events, referrals and more.



Promoting Youth Voices

Support & Referrals

Community Bridges

Creating Connections

Promoting Inclusion

Building Resiliency

990 Clients Served

of groups/presentations = 345
of sessions = 375

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 (224 completed)

Family Services

Conflict Resolution

Life & Social Skills

System Navigation

Trauma Response

Reconnecting Families

of groups and presentations = 156
of sessions = 782

361 Clients Served



Family Strengthening

The Family Services Team continues to focus on family preservation, building resiliency and attachment. Our team works closely with community partners to build community and accessibility for families. The team provides one to one sessions, groups, events, presentations and referrals to a variety of demographics to support the family as a whole. We are working with families to build capacity and skills to see our community thrive.

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



190 Clients Served

House of Hope Shelter
 # total stays = 5518
 # clients sheltered = 74

The 900 Motel
 # total stays = 6097
 # clients sheltered = 25

Temporary Weather Shelter
 # total stays = 1196
 # clients sheltered = 91

Mental Health Nurse
 # of client files reviewed = 168
 # of clients assessed = 104
 # of calls made/received regarding clients mental health needs = 303

Enhanced and Continued Services for Vulnerable and Unsheltered People

The Emergency Shelters continued to operate 24/7, 365 days per year. During extreme weather events that occurred whether winter cold or summer heat, a Temporary Weather Response program was implemented. Shelter and Outreach Teams worked to ensure safety, supplies and refuge were available to those in need.

Programs

- Homeless Outreach
- Evening Community Outreach
- Temporary Weather Shelter
- The 900 Motel
- Mental Health Nurse
- Extreme Weather Response

Fraser East Affordable Housing Society

- Low Income
- Moderate Income
- Market Housing

of low income housed = 8
 # of moderate income housed = 19
 # of market income housed = 12
 # of applicants = 107
 Vacancy = 0 %

74 Clients Served

Fraser East Affordable Housing Society

Located in Hope BC Fraser-East Affordable Housing Society provides and preserves opportunities for people primarily of low and moderate income to acquire and occupy housing and accommodation which would otherwise be unattainable or unaffordable. The Ryder Apartments is a 40-unit building with studio, 2-bedroom and 3-bedroom apartments.



Services

- Tenant Support
- Advocacy/Referrals
- Case Support

Client Quotes

“This place has kept me and my dog alive!” - 900 Guest

“We enjoy the stability and opportunity that is provided to us at the 900.” - 900 Guest

“I appreciated the follow through in helping me get my ID. The staff say they will help, and they are helping.” - 900 Guest

“Thanks for helping with the daily routines.” - 900 Guest

“The support, understanding and respect from staff for me (and my dog)” - HOH Guest

“I appreciate having resources and support onsite available” - HOH Guest

“I would like to thank the staff for helping me get back on my feet and the support emotionally and mentally, so thank you for everything.” - HOH Guest

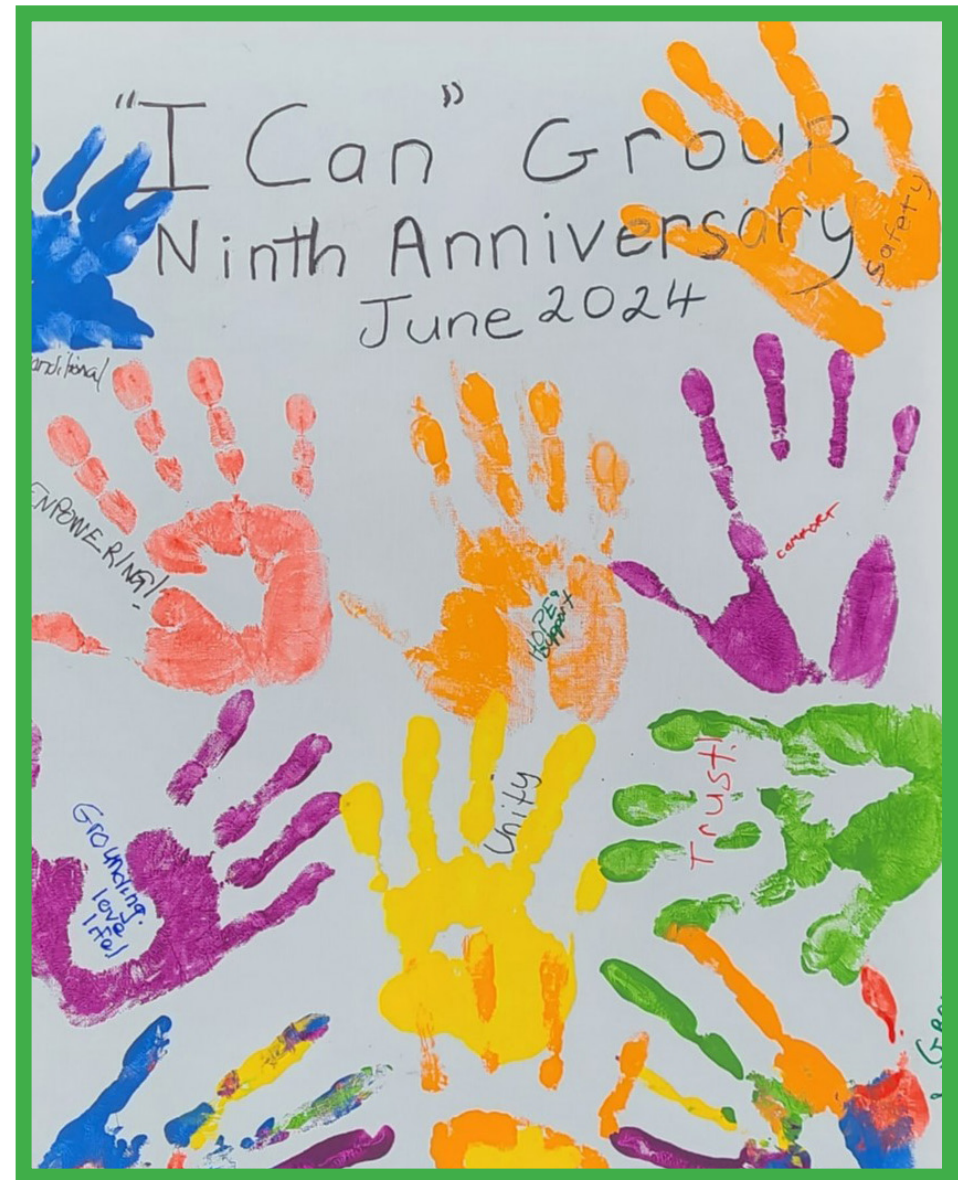
“You guys are so kind here, if this were any other shelter, the staff would be laughing at me.” - HOH Guest

“Over the last 3 years I have utilized many different services through HATS. Every single one of these lady’s I have gotten to meet and work with in that time have been incredibly kind, intelligent, supportive and caring. No matter what life throws at you there is people there that will be more than willing to stand beside you and help you navigate things, even if you just need support to hold the pieces together!”
- Family & Youth Services Client

“ Pretty sure I could go all day saying how great full I am to have and had all you HATS people in my life! ” - Family & Youth Services Client

“I love the late afternoon programs between lunch and dinner. Here he comes to have fun. It’s nice to connect with other people. A nice break up in the day. There aren’t many programs for kids after school.” - Family & Youth Services Client

“We love the gentle parenting program. So many people follow the cycle of how they were raised and there are better ways to parent. Especially in Hope where there’s not many options.” - Family & Youth Services 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



- 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.