



nCS

nelson
community
services *fyi.ca*

Supporting families, youth & individuals

2022 – 2023 Annual Report

Courage in Crisis

Since 1972, Nelson Community Services has been offering counselling & support in and around our community. With each person & family we assist, we focus on our vision of a compassionate & empowered community where families, youth & individuals receive the supports & services they need to live dignified, resilient, and hopeful lives.

A Message From Our Board Chair & Executive Director

This past year held many successes and milestones. Nelson Community Services celebrated its 50th Anniversary, there was a change in leadership at the Organization and at Aimee Beaulieu Transition House, and we came out the other side of a global pandemic.

A new 4-year Strategic Plan was developed to look ahead at the goals for NCS, but to also serve as a place card for all of the accomplishments we've had over the last few years. This includes a successful change in accrediting bodies from COA to CARF with NCS being awarded a full 3-year Accreditation.

The Board of Directors congratulates Anna Maskerine on her first year as Executive Director. The Board feels assured that the organization, its clients and employees are well served under Anna's leadership of Nelson Community Services. She brings with her a wealth of experience and knowledge within our organization, and she has been a steadying hand through the past twelve months. We feel fortunate that she occupies the role of Executive Director and look forward to the future with her at the helm.

As Executive Director, I'm excited to look forward, but I also want to reflect on the amazing work that's been done over the past year. All of our programs have experienced increases in caseloads coming out of the pandemic, and we've put a focus toward employee wellness, something that's important when compassion and caring are some of the tools in your work. We've seen an increase in the precariously housed and homeless population, and the impacts of the toxic drug supply, all having an impact on the work of our programs. The theme of our Annual Report is "Courage in Crisis", and I can't say enough about the work of the staff at NCS. They are an incredibly dedicated and outstanding group of people, who each bring many gifts to our organization. To them, my deepest gratitude and respect.

I would also like to thank the Board of Directors; a dedicated and simply wonderful group of volunteers who care so much about our organization and the work that's done here. To outgoing Board member, Alison Hutchison, thank you for your dedication and diligent work over the years you've been on the board.

The Board acknowledges the dedication and perseverance that Nelson Community Services employees have displayed in the face of the crises that our community struggles to manage. The Board is often in awe and admiration of the high level of competence our employees show, as well as their strength of character. The work that Nelson Community Services carries out is critical to the healthy functioning of our community. It has been a privilege helping support these employees, and Anna, in the past year.



Chris Smith, Board Chair



Anna Maskerine, Executive Director



1,129

In 2022 -2023
NCS served 1,129 clients
(families, youth,
individuals)

Our Vision

A compassionate and empowered community where families, youth and individuals receive the support and services they need to live dignified, resilient, and hopeful lives.

Our Mission

To support the well-being of families, youth, and individuals by providing counselling, housing, support, and outreach services in our community.

Our Service Philosophy

Nelson Community Services believes that all individuals and families, at some time, experience difficulties in their lives and that they have an inherent right to be heard and to be supported. Our relational approach to service delivery is respectful of each person's identity, issues, strengths, culture, needs and choices.

Territorial Acknowledgement

Nelson Community Services acknowledges that the land upon which we offer our services is the traditional territory of the peoples who have lived here for thousands of years – The Ktunaxa, the Syilx, and the Sinixt. We respect and honor all our relations.

Accreditation News

We are excited that Nelson Community Services was accredited by CARF International in the spring of 2023 after being accredited previously by the Council on Accreditation (COA) since 2006. Accreditation provides assurance that NCS is performing services which the community needs, conducting its operations successfully and managing its funds effectively.



Courage in Crisis

SPOTLIGHTING NELSON STREET OUTREACH

Program Overview

In 2016, the Nelson Street Outreach team was established to support vulnerable people in our community experiencing issues related to homelessness, mental health, and addiction, and to positively influence stakeholders' awareness and understanding of these challenges. The team offers low barrier services to anyone seeking assistance due to various and often-interconnected factors, such as living in poverty, inadequate housing, food insecurity, substance use, mental and physical health challenges, violence, or trauma. The work is rooted in a belief that all individuals are valued community members and have the right to receive support and access stabilization services in a manner that respects their dignity, their strengths, and their right to choose.

Outreach services range from providing basic needs such as access to clothing, food, and transportation; housing supports such as assistance with rental applications, help with moving, housing advocacy and funding support; facilitating access to healthcare such as addiction services, medical care, detox programs, and counseling; support navigating policies and systems to assist in acquiring identification, funding, or legal representation; emergency and crisis response such as responding to overdoses, mental health crises, or other community concerns; to every-day supports that often go overlooked like picking someone up in a snowstorm, providing socks, and engaging in sincere conversations.

The team works collaboratively with a wide variety of community groups and other social service organizations, as well as regional health services (hospital staff, pharmacists, doctors, nurse practitioners, counselors), employment and funding services, addictions treatment centres and detox facilities, faith-based organizations, food banks, housing providers, emergency services (ambulance, fire, police), and many more.

Increasing Demand

Demand for the services offered by Nelson Street Outreach have been steadily increasing since the outset of the program. Sadly, the overdose public health emergency and the provincial housing crisis continue to worsen in severity each year. The team feels a great need to expand capacity and hopes to secure additional funding to support increased hours of operation.

In the first year of the Nelson Street Outreach program, the team responded to 1 overdose. During the first six months of 2023, the team was first on scene at 10 critical overdose incidents and distributed 85 naloxone kits to at-risk people in our community.

The incoming call volume to the Street Outreach phone has increased steadily - recently, there has been as many as 120 calls in a single shift. Nelson and the surrounding communities have come to rely heavily on the team to provide urgent care to those most vulnerable in our area.

Supporting Family Members

Over the years, our team has developed many relationships with the families of the people we serve. Parents, brothers, and sisters, reach out when they no longer know how to support a family member that is struggling with homelessness, addiction, and/or mental health. We are often asked to pass on messages, deliver care-packages, coordinate meetups, and develop support plans that involve a person's family.

We listen to their concerns and share information to improve their understanding of the reality of the housing and overdose crises. We offer support and resources to families enduring the grief and loss of losing a loved one due to drug poisoning.

We often stay in touch with these families for years afterward.





Words & Reflections From Street Outreach

There is something immensely sacred in speaking with the mothers of those we serve.

Mother's call because they know we have been spending time with their beloved children – their sons and daughters who are now all grown up. They call with concern for their kids who are often deep in the throes of addiction and stranded in homelessness.

Mothers call from all over the country. They ask if we know their child, if we know that they are safe. These mothers want to help. They tell us about their beautiful babies - how they are skilled, caring, and intelligent – they tell us funny stories about their childhood. They ask us to pass on loving messages.

Mother's often travel here to find their little ones in rough shape – battered and bruised by the streets. These mothers wear brave faces; they are unfathomably determined and strong. They have come to bring their babies back to safety. We bear witness to the healing power of these reunions. These mothers have an impossibly profound resilience.

Mothers call us to weep when they learn of their child's passing. Mothers walk with us to the places where their child spent their final days. Mothers ask us about drug laws and stigma. Their loss inspires them to help others, to soften the scars of this epidemic. These mothers are forever and deeply connected to their children.

~ The Nelson Street Outreach Team

Client Words & Reflections

“I first met the street outreach team while I was living on the street of Nelson, I was in a nutshell dying.

They helped me to get welfare to buy a bus ticket, an Outreach Worker accompanied me to the bus, and I reached into my pocket and pulled out a half mickey and said, ‘I don’t think I’m going to need this anymore’.

I got my old job back and it’s been 6 ½ years since.

They helped me time and time again, and not just me, everyone out there.

They really helped change my life because they were there, and they really understood.”

~ Nelson Street Outreach Client



Program Impact | Seven Years Of Nelson Street Outreach



Follow the link to a short video by Watershed Productions that shares the vulnerable story of one mother whose son was supported by the Nelson Street Outreach team.

<https://bit.ly/ncs-healingconnections>

ARTWORK SPOTLIGHT

Nelson Community Services 'Feather Wall Installation' was constructed in honor of the memory of the Children lost in residential schools across Canada.

Birchwood trees traditionally represent protection and new beginnings. Here the Elder branch on top, and Youthful branch on bottom, symbolize the Elders holding the memory of Children past & protection of generations of Children to come.

Next time you visit us at Nelson Community Services, we warmly invite you to take in this beautiful and meaningful art piece.



FINANCIAL BREAKDOWN | 2022 – 2023

2022 – 2023 Revenue

| | |
|---|------------------|
| Ministry for Children and Family Development | 880,291 |
| BC Housing | 1,038,025 |
| Ministry of Public Safety and Solicitor General | 356,688 |
| Other Grants | 488,212 |
| Donations | 26,290 |
| Interest/Sundry | 19,046 |
| TOTAL | 2,808,552 |

2022 – 2023 Expenses

| | | |
|---------------------------------|------------------|---------------|
| Administration | 89,442 | 3% of budget |
| Building & Maintenance Expenses | 122,793 | 4% of budget |
| Program Expenses | 379,147 | 13% of budget |
| Office & COVID Adaptations | 18,892 | >1% of budget |
| Salaries/Benefits | 2,230,174 | 79% of budget |
| TOTAL | 2,840,448 | 100% |

Our Funders

BC Ministry of Children and Family Development, Ministry of Public Safety and Solicitor General, BC Housing, Interior Health Authority, Osprey Community Foundation, Columbia Basin Trust, BC Society of Transition Houses, Reaching Home Funds, Women’s Shelters Canada, Community Safety and Crime Prevention Branch of the Ministry of Public Safety and Solicitor General, Civil Forfeiture Grant.

Our Donors

We are thankful to all our donors this past year. Your contributions are so valued and directly support families, youth, and individuals within our local community.

WORKING TOGETHER FOR THE BETTER OF OUR COMMUNITY...

You will find NCS staff out in the community, working collaboratively with Nelson Mental Health and Substance Use, School District #8, Child and Youth Mental Health, Nelson & District Women's Centre, Safe Kids and Youth (SKY), Ministry for Children and Family Development (MCFD), Freedom Quest, Nelson Police Department, Sexual Assault Response Team (SART), Nelson Interagency Committee, Kootenay Boundary Community Social Services Cooperative (KBCSSC), Nelson Committee on Homelessness, Nelson Housing Committee, Violence Against Women in Relationships (VAWIR), Integrated Case Assessment Team (ICAT), to name a few.



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