



Nelson CARES Society

ANNUAL REPORT
2021-2022





Mission

Through community collaboration and service excellence, Nelson CARES Society works toward a socially just society by providing programs and initiatives in advocacy, housing, employment, support services and environmental stewardship. Nelson CARES Society aims to be a reflection of the community it envisions.

Community
Advocacy
Residential
Employment
Services

End Statements

1. Everyone is adequately and safely housed.
2. Everyone has access to support and representation when they need it.
3. Everyone has adequate means and resources to participate fully in community life.
4. Everyone takes responsibility for environmental stewardship.

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LETTER FROM THE BOARD CHAIR

What is the true measure of health in a community? It's not the fiscal results, it's not the number of building permits or the increase in the tax base. The true measure is the physical and mental health of each and every member of the community. At Nelson CARES, we reach out to support the health of the most vulnerable members of our community.

The people we serve are those living on the edges; the homeless, the hard to house, the financially challenged, people with physical and mental disabilities, seniors and others living on incomes unable to keep up with inflation.

All of the programs that you will read about in this report and find on our website, continued to provide supports to the community as we slowly emerged from COVID. This has been a staggeringly difficult couple of years and NCARES staff continued to deliver service to our clients with incredible care and attention.

NCARES Managers and staff are some of the most dedicated, capable and hard-working individuals you will ever meet. Ironically, fewer and fewer can afford to live in Nelson. People move to Nelson because of a well publicized rich recreational and artistic cultural ethos. Again, ironically, the musicians, artists and many other workers supporting that rich culture are moving away and there is a real risk that we will lose what makes Nelson so attractive. We need to focus on the health of everyone.

For the 2021-22 fiscal year, NCARES contributed to affordable housing by finishing a major refurbishment of Cedar Grove estates, by continuing the very successful semi-supportive housing at the North Shore Inn, by improving the infrastructure at Ward Street Place and by fully tenanting Hall Street Place. Desperately needed seniors housing at Lakeside Place got much closer to completion as well. I can let you know that, at the time of this report (October 2022), Lakeside Place is a roaring success. We want to thank BC Housing specifically for all the financial and technical support in making each of these projects and programs possible.

In last year's report, I said a heartfelt goodbye to our Executive Director, Jenny Robinson, thinking she would be gone by December but, it was premature. Finding someone to take on the reins of NCARES required some patience on our part and some very generous support from Jenny.

We can't thank Jenny enough for remaining in the ED's seat until March 31, 2022 when Jacqueline (Jac) Nobiss arrived to take on this incredibly complex and challenging position. Jenny also graciously stayed with us after March 2022 to guide our two major housing projects to completion. She has also been an invaluable support and mentor for Jac. This is testament to and concrete evidence of Jenny's determination to create affordable housing in Nelson and support the most vulnerable members of our community.

Jac's arrival on April 1, 2022 started a new era at NCARES. Incredibly smart, focused, and hard working, Jac has proven to us what a capable leader they will be, and all with great humility and humour. More to come in next year's report.

Finally, I would like to thank the Directors who served with me on the Board as community representatives; Phyllis Nash, Jack Olson, Shirley Winning, Steve Thompson, Nick Toner and J Stewart. Without these community volunteers, NCARES would not function, thank you all.

Gratefully,

RON LITTLE

Board Chair



Board of Directors



Jack Olsen,
Vice-Chair



Phyllis Nash,
Treasurer



Ron Little,
Board Chair



Shirley Winning,
Secretary



Nick Toner,
Director



J Stewart,
Vice Chair - resigned



Nick Parsons
Director



Steve Thompson,
Director



Aaron Pang
Director

LETTER FROM THE EXECUTIVE DIRECTOR

It's been another year of growth and change for Nelson CARES Society. We believe in creating a community of care by supporting individuals through our diverse programs and projects.

One of the biggest changes was saying goodbye to Nelson CARES' Executive Director, Jenny Robinson. Jenny had a huge impact on this organization, leading its evolution over the course of more than a decade. She oversaw the change from Nelson and District Community Resources Society to our current name, Nelson CARES Society. Along with absorbing the resources of Nelson and District Housing Society, Jenny built up substantial resources for the housing stock in our community. She supported programs to grow and expand and provided leadership for new projects to start, such as Kootenay Seniors and the Coordinated Access Hub drop-in. Jenny's legacy is impressive, and she leaves big shoes to fill. I want to extend my utmost appreciation to Jenny for providing support and mentorship during our transition period—thank you!

Supported by our funders, community partners, and donors, Nelson CARES Society continued to provide exceptional service in our 2021-22 fiscal year. Our team of 152 staff was dedicated and resourceful in supporting some of our most vulnerable community members, including supporting seniors, people with diversabilities, and people facing multiple complex circumstances. We provided emergency shelter and support at three sites for people in crisis (housing and other crisis), launched a low-barrier drop-in program for people experiencing homelessness and supported individuals and families as they moved into 41 new units of affordable housing at Hall Street Place. The construction of Lakeside Place, with another 47 units of housing for seniors and people with disabilities (and diversabilities) was near completion at the end of Jenny's tenure and at the time of this report, was almost fully occupied. The new Lakeside Place also provides office and meeting space for the Kootenay Seniors program which delivers weekly activities for the residents. As well as creating new housing units, we completed substantial restoration and renovation projects at our existing Affordable Housing sites, Ward Street Place, and Cedar Grove Estates.

On the pandemic front, COVID-19 impacted our staff and clients throughout all our sites. With this, our experience over the last 2 years of practicing precautions, we weathered each of the waves and continue to prepare for ongoing monitoring moving forward. Social predicaments such as housing shortages, individuals experiencing complex challenges, increasing homelessness, and the opioid crisis are pressing issues we are currently contending with daily. Staff shortages experienced across the sector have put increased stress on our team and limited resources but despite that, we are persevering and continue to provide services. The dedication and professionalism of our NCARES staff and teams are unparalleled.

The 2021-22 year contained many changes for Nelson CARES. We upgraded our use of technology with new behind-the-scenes software supporting our work. This includes a switch from manual paper timesheets to an electronic time tracking and payroll system, utilizing asset management software for our buildings, a new donor database, and an online version of our policy and procedure manual.

Nelson CARES Society will continue to change as we respond to the needs of the people we serve and our community. The complex system that supports the work we do is made up of big and small interactions and takes many people to keep our operations moving smoothly. To every member of our Nelson CARES team and to all our community partners and funders, you are appreciated.

Miigwetch - thank you, with respect!

JAC NOBISS

Executive Director

MESSAGE FROM JENNY ROBINSON

The fiscal year of 2021-2022 saw dramatic changes to service demands. The combination of the impact of COVID 19; rising numbers of people without homes; a deadly street drug supply and increased cost of living have changed service needs in our community.

Nelson CARES Society responded to these growing demands through a variety of new initiatives. The agency completed two new affordable housing buildings (Hall Street Place and Lakeside Place). The two sites offer 90 units of housing and a new community living residence. Also, in partnership with BC Housing, a 30-bed emergency/supportive housing site was purchased. As well, with support from Government of Canada and the Union of BC Municipalities, Nelson CARES Society acted with numerous community partners to operate the HUB, a coordinated service centre for those without homes.

All of this was possible because Nelson CARES Society has long term healthy relationships with many funding partners and is recognized for its service excellence.

The agency received the 2021 Honour Award from BC Heritage for the restoration of Ward Street Place. With funding from BC Housing, a significant renovation project was completed at Cedar Grove Estates. Nelson CARES Society also received confirmation of funding for the revitalization of the housing units at Copper Mountain Court, this work is slated for 2023. The May and Stanley Foundation joined the Osprey Foundation and Better at Home to ensure the Kootenay Seniors program could offer vital services. The Columbia Basin Trust, the Law Foundation, and Community Living BC continued to be trusted funding partners for Nelson CARES Society's diverse array of programs.

This organization operates 24/7 to take care of the citizens of this community. Each day hundreds of residents of Nelson benefit from the programs of this incredible organization. The staff of Nelson CARES Society come to work with skills that change lives for the better. Their brilliant ideas and thoughtful approaches continually make the programs more meaningful and relevant.

The fiscal year of April 1, 2021, to March 31, 2022, marked my last year as the Executive Director of Nelson CARES Society. I was happy to welcome Jac Nobiss into the role on April 1, 2022. Jac has an exceptional skill set that will expertly guide the organization into the future.

It has been my privilege to serve Nelson CARES Society and the community of Nelson for over a decade. In that time, the organization saw dramatic shifts in need, and we responded with transformational change in programs and services. It has truly been my honour to lead this remarkable and storied organization.

Finally, I have a big debt of gratitude to the generosity of this community for supporting the work of Nelson CARES Society and to the volunteer Board of Directors for their stewardship of this cherished organization.

JENNY ROBINSON

Former Executive Director



Pictured: New ED, Jac Nobiss, and outgoing ED, Jenny Robinson, in coincidental matching outfits.

Affordable Housing

Operating 216 units of affordable housing in Nelson.

216

units of housing

47

*new units of
housing at
Lakeside Place*



Highlights

- Fully tenanting Hall Street Place -- 41 new housing units for our community!
- Completing the development of Lakeside Place and seeing tenants start to move into 47 new units!
- Cedar Grove Estates Building Envelope Project Completion
- Received funding approval to install Make-Up Air unit for the apartment building and ceiling fans for townhome units at Copper Mountain Court



Photo credit: Barbarich Photography

Affordable Housing Ward Street Place

Operating 45 units of housing and SROs to people at-risk of experiencing homelessness.



Pictured: The team that led the historical revitalization at Ward Street Place.

"Thank you for being so kind to my dad. You were more than a worker and he referred to you as a friend. You made a big difference in his life."
- Client Family Member

Highlights

- Received the BC Heritage 2021 Honours in Conservation and the City of Nelson 2022 Heritage Award

New tenants = 5

1 -5 yrs = 15

5 - 10 yrs = 8

10 - 20 years = 7

20+ yrs = 3

7 TAP Clients

Emergency Housing Services

Providing emergency shelter and support to people experiencing homelessness.



Pictured: Stepping Stones Superstars Coldest Night of the Year fundraising team.

"I sincerely want to thank all of you for everything you all helped me with, each of you provide support for me in your own compassionate way. You are the angels in this crazy world. Blessing and love."

-Stepping Stones client

15

residents supported to move into independent housing



8,113

drop-in visits for service

277

unique client stays

Highlights

- BC Housing purchasing the North Shore Inn (NSI) for us to operate as a permanent Supportive Housing site with 29 units of housing for people experiencing homelessness.
- A bathroom renovation at Stepping Stones
- Upgrade was done to basements stairs
- Working with Coordinated Assess (by name list) for tenanting the NSI
- Garden space created for NSI residents
- Peers program paid employment placements
- Winter Emergency Bed program for 2021/2022 season at the Anglican church in collaboration with the Anglican church, (thank you to the students from Trafalgar assisted with setting up and taking down!)
- Ryan Dowd Homelessness Core Training; annual membership to Niche Academy available to all Emergency Shelter Workers.

"You guys are amazing and do such a great job I don't know where I would be without this service"

-Stepping Stones client

The Advocacy Centre

Legal Advocacy Clinic

Providing legal advocacy related to financial benefits, tenancy, debt, family law, for individuals with low incomes.

Community Based Victim Services

Supporting victims of sexual and relationship violence with information, referrals and legal system assistance.

*supported
clients with*

1006

*separate legal
issues*

***"[My advocate]
helped me with
navigate the legal
jargon of CPP
Disability and
speaking on my behalf
when I could not find
the words."
- Advocacy Centre
client***

56

*clients supported
through the entire
Criminal Law process*

70

*ongoing
clients per
month*

***"You made me feel
supported and that I was not
going to be left to take care
of things on my own. The care
and compassion that I was
shown was so appreciated."
- Advocacy Centre client***

Highlights

- Continued to provide legal advocacy and Community Based Victim Services in the context of the pandemic.
- Legal Aid BC expanded our Community Partner role to include taking applications for legal aid for the Nelson area (1 year pilot).
- The Law Foundation of BC approved our new Family Law Advocacy program for another 3 years of funding.



Pictured: Advocates Becky Quirk and Amy Taylor outside their new office at 205 Hall Street

Custom Fit Inclusion & Employment Services

55 Adults with diverse abilities received services to achieve their Employment, Community Inclusion and/or Outreach goals.

Highlights

- 34 out of 37 individuals receiving employment services, lost their jobs due to the pandemic. We assisted 32 individuals to returned to their jobs and/or developed new employment placements.
- In response to the changing pandemic, unique community inclusion activities and opportunities were created.
- The program moved to its new home at 205 Hall Street in May of 2021

100%

of individuals with outreach needs are satisfied with supports

60+

employment and volunteer partnerships in the community

97%

of individuals are satisfied with their jobs and/or activities



Services for Community Living - Residential

Supporting 13 adults with diverse abilities in 4 group homes to live full lives with respect, dignity, and care.

13

*individuals
receiving care*

Highlights

- Received grant funding to purchase a new Electric SUV for Delbruck residence.

*"My new (home) is the coolis place. The staff love me and love the(m) too. There no home like my new home. There nothing like in world. My Nelson Car(e) home is best."
- SCL resident*



Nelson Committee on Homelessness

Collaborating with government, business, and service providers to address homelessness and housing insecurity as a community.



coordinated
access nelson

Highlights

- NCOH partners have begun work on Coordinated Access to Housing for people experiencing homelessness. Partners are engaged together, and with BC Housing in the development of a By-Name list, procedures and protocols in order to provide access to housing on a coordinated basis.
- The 12th Annual Report Card on Homelessness in Nelson was completed in June 2020. In February 2021, work began on the 13th Annual Report Card. The Report Card describes the housing situation in Nelson, which continues to have a 0% vacancy rate. It includes information about local efforts to prevent and respond to homelessness, in the context of no available housing and high numbers of people in need.
- A key role for NCOH is to connect organizations so that partners are working with the best available information about community needs and organizational responses. The NCOH group meets every month, and shares information as needed between meetings. Additional meetings are held to plan on particular issues, such as development of the HUB, Coordinated Access, and the Report Card.

14th Annual Report Card on Homelessness for Nelson, B.C.

Including 2022 Point-in-Time Service Enumeration and Point-in-Time Surveys Report, with Coordinated Access/By-Name List Data



Nelson Committee on Homelessness (NCOH)

October 2022

Coordinated Access Hub

An interagency collaboration to increase service accessibility, and support individuals experiencing homelessness.

Highlights

- Nelson Committee on Homelessness (NCOH) partners worked together to open the Hub, 7 days a week, to address the basic needs of people experiencing homelessness. Some of the services and resources offered are: food and beverages, clothing, housing and homelessness prevention services and rent supplements, income assistance navigation, a low-barrier employment program, an Overdose Prevention site and harm reduction supplies, hygiene supplies, street outreach nursing, NADA ear acupuncture, and more.
- The Hub also coordinated and funded free dental care and vision care for people experiencing homelessness.



Photo: A mural created by Hub guests

Photo: The Hub provides a safe space for people to access services and community.



6,700

*visits to the
Coordinated
Access Hub*

8+

*agencies
providing
services*

Kootenay Seniors

Working to connect seniors to the services they need in Nelson and area.

Highlights

- Significant Increases to program participant numbers
- Collaboration with local Senior serving community agencies
- Successful move to new Kootenay Seniors office at Lakeside Place
- Addition of Resource and Referral Coordinator
- In person activities and events in the amenity room at Lakeside Place
- Planning underway for annual Seniors Fair
- Successful promotion and rental of amenity space at Lakeside Place



21

volunteer drivers

406

rides given to seniors

48

*home support clients
4-5 home support workers*

"When COVID restrictions ease I look forward to coming to your new space to socialize with other seniors and participate in activities together, as well as give you input on what my interests are. Maybe other seniors will have similar interests."

"I get a feeling of hope from you because you are always improving and expanding your programs. People have told me I should think about moving, but you offer me services to help me remain in my home."

"Being able to connect with you and access services are very important to me. You are my community."

Financials

NELSON CARES SOCIETY STATEMENT OF FINANCIAL POSITION As At March 31, 2022

ASSETS	2022	2021
CURRENT ASSETS		
Cash	\$ 1,957,889	\$ 2,152,859
Accounts receivable	1,586,623	1,099,289
Prepaid expenses	332,185	308,875
	3,876,697	3,561,023
REPLACEMENT RESERVE CASH	345,715	382,436
TANGIBLE CAPITAL ASSETS (Note 3)	43,671,701	21,072,463
	\$ 47,894,113	\$ 25,015,922
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 485,680	\$ 974,491
Government remittances payable	17,719	12,315
Wages payable	455,659	398,665
BC Housing subsidies received in advance	174,528	184,525
Deferred contributions (Note 4)	714,061	587,679
BC Housing - interim advances	18,891,602	11,389,712
Current portion of long-term debt (Note 6)	467,200	401,400
	21,206,449	13,928,787
BC HOUSING FORGIVABLE LOANS (Note 5)	6,502,533	1,719,846
LONG-TERM DEBT (Note 6)	16,515,033	5,875,770
DEFERRED CAPITAL CONTRIBUTIONS (Note 7)	1,908,578	1,854,742
REPLACEMENT RESERVES (Note 8)	362,332	282,608
	46,494,925	23,861,753
NET ASSETS		
Investment in tangible capital assets (Note 9)	(606,244)	(189,006)
Internally restricted (Note 10)	970,072	1,017,917
Unrestricted	1,035,360	505,258
	1,399,188	1,354,169
	\$ 47,894,113	\$ 25,015,922

Financials

NELSON CARES SOCIETY STATEMENT OF OPERATIONS For the Year Ended March 31, 2022

	2022 Budget	2022	2021
REVENUE			
Grants - Provincial and Federal	\$ 6,575,097	\$ 6,340,093	\$ 5,912,501
Grants - Other	1,455,051	885,517	784,885
Rent contributions	1,421,529	1,427,709	1,080,814
Fee for service	60,756	48,367	28,886
Donations	147,240	137,666	139,949
Interest and sundry	25,977	57,587	22,640
Gain on sale of tangible capital assets	-	595,157	-
Amortization of deferred capital contributions (Note 7)	-	132,272	127,415
BC Housing loan forgiveness (Note 5)	-	59,713	59,713
	9,685,650	9,684,081	8,156,803
EXPENSES			
Amortization	-	1,525,982	591,722
Insurance	136,780	143,056	90,823
Interest	599,058	120,693	216,797
Licenses and dues	5,175	4,594	3,452
Office and administration	342,200	42,127	62,094
Professional fees	409,914	110,898	121,313
Program costs	400,884	318,956	382,483
Property tax	74,610	70,939	43,844
Rent	200,009	158,847	191,996
Repairs and maintenance	475,755	681,639	417,298
Replacement reserve expenses	85,968	51,447	99,859
Special projects	468,009	484,920	218,445
Telephone and utilities	426,678	438,541	346,626
Travel and staff development	58,417	40,227	20,063
Vehicle	30,459	26,161	30,669
Wages and employee benefits	5,971,734	5,420,035	5,065,718
	9,685,650	9,639,062	7,903,202
EXCESS OF REVENUE OVER EXPENSES	\$ -	\$ 45,019	\$ 253,601

Our Funders



Coldest Night of the Year Sponsors

LEAD SPONSORS



SPONSORS

Kootenay Co-op Country Store

CitySpaces Consulting Ltd.

Nelson & District Credit Union

Inland Allcare Industrial Distribution

MAJOR CONTRIBUTORS

Derek Diener & Melanie Ward Mortgage Brokers -

Dominion Lending

Arcuri-Precious Real Estate

Steer Environmental Associates Ltd.

Urban Legends

WLWP Wealth Planners

Organic Matters

Nelson Brewing Company

Ellenwood Home

Mistiso's Place Vacation Rentals

Bowick Electric

Nelson Ford

NSDA Architects

Our Donors

Margaret Stegman	Sherallyn Stedmann	Gwenyth Rasmussen
Margot Zimmer	Sherry Nicholson	Hildur Jonasson
Marcella Mugford	Shirley Winning	Hotchkiss Family Foundation
Marilyn Somers	Simonne Leblanc	Jason Shevolup
Mark Smith	Stephanie Myers	Jason Stewart
Martha Clark	Susan Forster	Jennifer & Stefan Lehmann
Marylee Banyard	Susan Hammond	Jennifer Lount-Taylor
Merriene Duncan	Tracy Walmsley	Jill Kelly
Michel Basek	Wayne Hohn	Jillian Harvey
Michelle Mungall	William Quinlan	Johanna Sandkuhl
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Mike Vance	Peta, Peter, & Mel Adams	Katherine Wright
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Nan Richards	Alison Hutchison	Laura Tiberti
Nancy Corrin	Allison Lutz	Linda Hoffmann
Neil McIntosh	Allyson Quince	M Williams
Nelson Ames	Andrew Murray	Babe's Automotive
Page Wasson	Anita Jean Simpson	Bella Flora Design Studio
Patricia Rose	Adam Beckmann	Castlegar Funeral Chapel
Patricia Smith	Belinda Puttnam	CJPAC
Paul Boeda	Benjiman Portz	Cowans Office Supply
Pegasis McGauley	Bruce Gardave	Devito's Shoes
Peggy DeVries	Carl Walter	Fisherman's Market
Petra Lehmann	Carol Ross	Kays Road Contracting
Phyllis Nash	Carolyn Schramm	KC Restaurant
P'nina Shames	Charles Zinkan	Love of Shiva Boutique
Rachel Chirico	Cheryl Elliott	Kootenay Career Development Society
Richard Banville	Christopher Field	Kootenay Country Store Co-op
Rick Foulger	Clayten Stedmann	Oso Negro
Riley Torbic - Smith	Daphne Powell	Otter Books
Robert and Patricia Malcolmson	Dave and Sheila Martin	Repair Factory
Robert Goertz	David and Wendy Simpson	Secret Garden Toys
Roberta Maras	Deborah Pankhurst	Vienna Café
Rosemary Eberle	Deirdre Collier	Kootenay Bakery Café Cooperative
Russell Precious	Derek Murphy & Helen Dostaler	Sprout
Sandra Setter and Ed Furrow	Donna McDonald	Voytech Computers
Sarah Sherk	Dr Deanna Teichrob	The Salvation Army
Shara Sherk	Elizabeth Clark	Strutters Boutique
Sheila Ziola	Fiona McIntosh	