



Nelson CARES Society

ANNUAL REPORT
2022-2023





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

At an event to mark her 40th year on the throne, Queen Elizabeth referred to 1992 as her “annus horribilis”. She was known for her dry sense of humour so the casual listener could be excused for thinking she was referring to a condition requiring ‘Preparation H’ or the crude term used to refer to someone who is bugging you. The Latin translation of ‘annus horribilis’ is ‘horrible year’. For 2022-23 shouldn’t be described as a horrible year but it was certainly a very challenging one.

Coming out of the COVID protocols has been a revelation of NCARES’ few weaknesses and a confirmation of its strengths. The pandemic forged the mettle of our EDs, our staff and our Board of Directors. The proof is in the tasting of the pudding. The evaluators came and tasted the pudding. The final *Commission on Accreditation on Rehabilitation Facilities (CARF)* report proves that NCARES is a very fine pudding.

And then came July 20, 2022. It is fair to say that without Jac Nobiss’s instinctive understanding that something was wrong, horribly wrong, and their immediate reaction and sprint to the NW corner of Ward and Vernon, NCARES would not be here, at least not in the form we have now. Let’s be clear, it is a strong form and is getting stronger under Jac’s dogged and determined leadership.

What did July 20, 2022 cost NCARES? Well, we can’t reveal any specifics. However, the reader of the Statement of Operations in this annual report might be curious about a vaguely titled line item. You will have to draw your own conclusions. The non-cash cost incurred dealing with the outfall from July 20, 2022 is the incredible strain felt by everyone at NCARES. It is shouldered to this day by our finance staff, senior managers, the Directors, and mainly by Jac.

Change and growth is painful. NCARES has had an incredible growth spurt over the last seven years. We are now a more complex organization dealing with far greater risks than before the growth spurt. We have taken on more responsibilities and we are more recognized in the community. With that recognition, more is asked of us and more opportunities arise. We are recognized as a competent and reliable partner by our funders. This results in greater risks and those risks lead to a greater need for attention to and understanding of the fine details of our contracts, our policies and procedures. This responsibility falls to the Directors, ED, Managers and all staff.

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I would like to thank all the members of our Board who have selflessly given so much time over the last couple of years. We are required to meet only eight times a year but we have had countless Board and committee meetings over the last 15 months, almost all via computer. Phyllis, Shirley, Jac, Steve, Nic, Aaron, and Nick, thank you all for your support, time and talent.

I must also give a thank you to Jenny Robinson who came back for a few months, early 2023, to help guide Hall Street Place to a safe landing.

For Jac, or as we can now say 'Doctor Nobiss PHD', it has been a horrible, challenging but yet somehow spectacular first 15 months. The Directors are extremely grateful to Jac for the unfailing determination, care, loyalty, understanding and above all the unseen personal sacrifice they have generously given to NCARES since being thrown into the deep end on April 1, 2022. Thank you Jac.

Cheers,

RON LITTLE

Society President and Board Chair



Board of Directors



Jack Olsen,
Vice-Chair



Phyllis Nash,
Treasurer



Ron Little,
Board Chair



Shirley Winning,
Secretary



Nick Toner,
Director



Nick Parsons
Director



Steve Thompson,
Director



Aaron Pang
Director

LETTER FROM THE EXECUTIVE DIRECTOR

The first year as Executive Director of Nelson CARES Society has been filled with enormous growth, learning opportunities, and surprising challenges. One of my first major tasks was to lead the process and demonstrate the steadfast strengths and competencies as an accredited agency. After months of preparation and checking, our team worked diligently to highlight the various strengths and commitment to provide client-focused services based on the unique needs of each person. A key factor was to highlight the importance of the provision of quality services to be once again successfully recognized by the Commission on Accreditation of Rehabilitation Facilities (CARF) in another 3-year CARF accreditation cycle.



Nelson CARES Society supports a wide variety of community programs and services which include managing 270 affordable rental housing units; operating an emergency shelter; operating a community drop-in resource and hospitality centre; providing residential and employment services for adults with disabilities and diversabilities; and providing legal information as well as victim advocacy services and seniors support services. Our programs and services are funded through government entities, private foundations, and the generous donations of countless individual Nelson residents and local businesses. We are grateful for your amazing support to keep these well-used programs in successful operation. Our team worked diligently to show case how we foster and exemplify equality, diversity, and inclusion principles, education, and programming across our organization, to the accreditation team.

As much of the country faced the continuation of socioeconomic challenges during this past year, Nelson and the Kootenay Region also saw the amplification of these challenges and its varying impacts. The increase in the cost of living coupled with rising inflation, food and housing insecurities, labour shortages and overstretched resources, and a lethally toxic drug supply which has severely affected our rural and remote communities. In addition to the social and economic challenges, we have also observed the fallout from lingering Covid-19 pandemic, the intensifying climate crisis, and the increase in cyber attacks on community and government infrastructure. Even our organization in this quaint and quiet town is not immune to these challenges. I want to offer my immense gratitude to Ron Little, Board Chair, and every Director on our Board for their unwavering support and assistance to Nelson

Continued on p. 7



LETTER FROM THE EXECUTIVE DIRECTOR

CARES in managing the multitude of these imminent strains. It is an honour to work with such a thoughtful, resourceful and committed group of volunteers who sit on our board.

Fortunately, despite all of the challenges we experienced, Nelson CARES Society has had an even stronger foundation to lean on. Community partnerships were in place, funding was secured, donors continued to give generously during fundraising campaigns such as Coldest Night of the Year. Gratitude and kudos to the managers and staff who were ready to pivot, learn, and rise up to meet those challenges. Much appreciation to this amazing community for their unwavering support and solidarity to pull us through these very difficult times.

With these partnerships and support, Nelson CARES Society continued to provide exceptional service in our 2022-23 fiscal year. Our team consisting of 158 staff was dedicated and resourceful in supporting some of our most vulnerable community members, including seniors, people with diversabilities, and people facing homelessness along with other multiple complex circumstances. We supported individuals and families as Lakeside Place which became fully tenanted, adding another 47 units of housing for seniors and people with complex challenges.

Nelson Cares also provided emergency shelter services for those who are experiencing homelessness and additional affordable housing for others who are facing financial limitations. We continued our low-barrier drop-in program for people experiencing and/or at risk of homelessness where they could come for reprieve from the elements to get a coffee, a rest and a smile. Nelson has the 2nd highest rate of homelessness in British Columbia's Interior. With continued zero vacancy rates and a critically low supply of affordable housing stock in Nelson and the West Kootenays, this is a substantial and unresolved issue for the community. As such, we are finding the continued need to not only provide more housing stock, but to come up with creative solutions and supports for families and individuals to acquire secure sustainable housing.

Nelson CARES mandate is to continue our 'community of care'. Despite a year of significant set-backs and challenges, we have kept that mandate in the forefront with the goal of providing compassion and dignity with our services. To every member of our Nelson CARES team and to all our community partners and funders, you are so appreciated.

Miigwetch - thank you, with respect!

JAC NOBISS

Executive Director



WHOLISTIC APPROACH TO CARE WITH THOSE WE WORK WITH



C
A
R
E
S

Client Centered: Focusing on the client -centered needs, supports, and services.

Assessment: What challenges is the client facing? What supports do they need?

Response: Responsive options that work for current circumstances and providing recommendations.

Encouragement: We encourage and invite the individual to participant in services and supports.

Summary: Summarize into client-agreed upon plan.

“
Nelson CARES services and supports are taking a holistic approach to care.
”



Affordable Housing

Operating 270 units of affordable housing in Nelson, with 100% occupancy.



270

units of affordable housing overall

" I love my community of neighbours who look out for me when I'm feeling ill. It feels good to know they care."

- Affordable Housing Resident

29

units of supported affordable housing units at the NSI



41

units of affordable housing units at Hall Street Place



47

new units of housing tenanted at Lakeside Place

Highlights

- Community building programs and activities such as art therapy, yoga and coffee time.
- Increased support for tenants through monthly newsletters with information and important resources.
- Affordable Housing team-building and training
- Fully tenanted 47 units at Lakeside Place.

Challenges

- Affordable housing shortages for families, seniors and adults with disabilities.
- Extreme Heat (AC funding programs).
- Increased medical needs for ageing population.

"We are so grateful to have this space to raise our family here in Nelson. The affordable rent makes it possible for us to help our kids with other day-to-day needs."

- Affordable Housing Resident

Emergency Housing Services

Providing emergency shelter and supports to people who are experiencing homelessness.

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



17

Number of individuals that can be housed, for up to 30 days



Highlights

- Stepping Stones provides emergency shelter and supports to people that are experiencing homelessness.
- Winter Emergency Bed program for 2022/2023 season was located within the Stepping Stones Shelter – with 6 beds available per night.
- In-depth training for shelter front-line workers, including, non-violent crisis intervention, mental health first aid, trauma informed practice, and more.
- Coldest Night of the Year fundraiser was a total success – with the front-line workers forming a superstar team for the walk!

400

beds occupied at SS by vulnerable individuals in 2022-23

Challenges

- Continued increase in the cost of living and goods in the community has resulted in more people in need and an increase on service demands.
- Staffing resources over the past year have made it difficult to bring the shelter to max capacity.
- Stigmas and Discrimination remain prevalent in the community against those who are experiencing homelessness and/or mental health and substance use.



The Advocacy Centre

Legal Advocacy Clinic

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

Community Based Victim Services

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

1052

of separate legal issues our Advocates assisted low-income clients to resolve

"My advocate was very helpful, kind and considerate in assisting me with a denial from the Ministry, which was successful."

- Advocacy Centre client

54

of new Victim Services clients supported through the Criminal Justice process

70

Average # of ongoing Victim Services clients per month

"My advocate was amazing, understanding, kind and worked with me. Helped me get disability after I had been denied."

- Advocacy Centre client

Highlights

- Continued to provide legal advocacy and Community Based Victim Services.
- Resumed in-person Castlegar clinics twice per month.
- Legal Aid BC continued to fund the Advocacy Centre to take applications for legal aid for the Nelson area.
- Increased funding from the Law Foundation of BC for our Poverty and Family Law Advocacy which will help us keep up with cost increases.



Custom Fit Inclusion & Employment Services

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

Highlights & Changes

- CFIT received ongoing funding for a full-time staff in March 2023; a new L.I.F.E. Coach position was created. The program is in the process of developing L.I.F.E. services, a holistic approach that encompasses Learning, Inclusion, Friendships, and Employment.
- Earth Matters Recycling closed its operations in February due to Recycle BC restrictions. The social enterprise provided recycling services to the Nelson business community for 19 years. It has been a great run! CFIT is currently focusing on community employment.
- CFIT returned to in-person Dances and CARE-okee. After three years of Zooming these events, gathering in person has been a much-welcomed change!

100%

of individuals with outreach needs are satisfied with supports

95%

of individuals are satisfied with their jobs and/or activities

"I like the staff. They are very polite and appreciate me. They help me a lot with my job, shopping and caring for my home."

- Bev Johnson, CFIT Client

40+

employment and volunteer partnerships in the community



Evelien Dansercoer, Steve Perello,
Bev Johnson

Services for Community Living - Residential

Supporting 14 adults with diverse abilities in 4 group homes to live full lives with respect, dignity, and care.

4 HOUSES

1. *Delbruck House*
2. *Hall Street Residence*
3. *Nelson Avenue*
4. *Rosemont*

Highlights

- Increase residential occupancy - 14 out of 15 beds filled.
- Collective Agreement negotiations increased wages for Community Support Workers (CSWs)
- Joyful return to in-person activities such as Music in the park, bocce, potlucks and dances.

14

*individuals
receiving care*

Challenges

- Ongoing recruitment and retention - NCARES addressing by participating in job fairs, and website/prominent office window advertising.
- Increase of complex mental health or physical needs of folks we support - SCL has consulted with healthcare professionals, such as Pivot Point, for support and further staff training in these areas.

My new (home) is the coolest 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



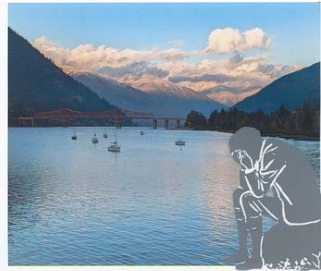
Nelson Committee on Homelessness

Collaboration with government, service providers, and businesses, to address homelessness and housing insecurity as a community. NCOH meets every month to share vital information and additional meetings are held for specific issues, such as Coordinated Access and the annual Report Card on Homelessness.

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



coordinated
access nelson



Nelson Committee on Homelessness (NCOH)
October 2022

#2

Nelson had the 2nd highest rate of homelessness in BC's Interior (as of a Point-in-Time count Feb 1/2022)

Highlights

- NCOH released the 14th Annual Report Card on Homelessness in October 2022. Nelson had the 2nd highest rate of homelessness in BC's Interior (Feb. 1 2022).
- Coordinated Access (CA) supports individuals and families who are experiencing homelessness, or who are at risk of homelessness, to find and maintain affordable housing in Nelson and its surrounding area.
- CA Workers and partners regularly take part in community meetings and events to connect, learn and share strategies for ending homelessness within the region.

67

Number of unhoused individuals assisted by CA in 2022-23

47

Number of individuals who CA assisted to find housing in 2022-23

Challenges

- Nelson's vacancy rate is still 0%, with competition for costly rental housing. People disadvantaged through homelessness and poverty cannot find safe and affordable housing
- Individuals suffering from homelessness, mental health, and substance use challenges continue to face stigmas and discrimination in the broader community.

Coordinated Access Hub

A multi-agency collaboration to increase service accessibility, and to support individuals experiencing homelessness and/or at risk of homelessness in our community.



Photo: Mural created by Hub clients called Hub Love. The HUB provides a safe space for people to access services and community.

Highlights

- The HUB is open seven days/week and 365 days/year. The HUB provides an indoor-sheltered and judgment-free space where people can take refuge from the elements and social stigmas of the environment.
- Between 2022 and 2023 there were 9,401 unique visits to the HUB, with over 68 new clients throughout the year. Guests are provided referrals to cross-agency partners.
- NCARES has partnered with the Kootenay Career Development Society (KCDS) for the PEERS Employment program, which operates out of the HUB, and give an opportunity for unhoused folks access to or reentry into the workforce.
- Over the past year the PEERS program served 39 clients who worked a total of 1,375 hours and utilized over \$30,000 in financial supports. This program provided meaningful engagement for both participants and host businesses.

9,400

*visits to the
Coordinated
Access Hub*



9+

*agencies
providing
services*

1,375

*Number of hours
worked by
PEERS clients in
community*



Challenges

- Through the Good Neighbour Policy we promote anti-discrimination and anti-stigma campaigns, by communicating and educating community and business neighbors.
- Extreme weather events – such as dangerously cold and hot periods - we provided extra supplies and drop-in hours for the community.

Kootenay Seniors

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



25+

volunteer
transportation
drivers

Highlights

- High participation of riders and drivers in the Volunteer Program (VDP).
- Significant increase to Kootenay Seniors program participant numbers.
- Significant increase of the amenity room activities and room rental - an average of 150 individual users per month.
- Successful 2022 Seniors Fair and planning underway for 2023 Seniors Fair.
- Collaboration with Interior Health and Mental Health agencies for support for senior clients.



"Your in-person activities give me the opportunity to socialize -- something I have been missing for a long time."

50

rides per month
given to seniors



56

home support
clients

"I don't know how I would get to my appointment without your volunteer driver program and the drivers are so nice."



"I don't have a computer but I know I can always call you to get the resources I am looking for."

"Without your services I could not afford to have my house cleaned."

Financials

Nelson CARES Society
2022 - 2023 Financial Statement Summary
From the Audited Financial Statements

	2023	2022
Summarized Statement of Financial Position		
Assets		
Current Assets	\$ 3,614,273	\$ 3,876,697
Replacement Reserve Cash	360,051	345,715
Capital Assets	43,981,225	43,671,701
	47,955,549	47,894,113
Liabilities and Fund Balances		
Current Liabilities	19,019,086	21,206,449
Long-Term Debt	26,314,145	23,017,566
Deferred Contributions Related to Capital Assets	1,805,081	1,908,578
Replacement Reserves	360,051	362,332
Fund Balances		
Invested in Capital Assets	(1,552,153)	(606,244)
Internally Restricted Net Assets	781,980	970,072
Unrestricted Net Assets	1,227,359	1,035,360
	457,186	1,399,188
	\$ 47,955,549	\$ 47,894,113
Summary Statement of Operations		
Revenue		
Grants	\$ 8,426,709	\$ 7,225,610
Rent Contributions and subsidies	1,886,113	1,427,709
Donations	147,110	137,666
Fee for Service	210,830	48,367
Interest and Sundry	19,740	57,587
Gain on sale of capital assets	-	595,157
	10,690,502	9,492,096
Expenses		
Wages and Employee Benefits	6,368,368	5,420,035
Telephone and Utilities	577,302	438,541
Repairs and Maintenance	854,440	681,639
Interest	369,070	120,693
Program Costs	382,475	318,956
Rent	130,986	158,847
Special Projects	265,652	484,920
Professional Fees	81,149	110,898
Insurance	255,446	143,056
Replacement Reserve Expenditures	107,840	51,447
Office and Administration	110,147	42,127
Travel and Staff Development	50,155	40,227
Property Tax	90,945	70,939
Vehicle Costs	39,206	26,161
Licenses and Dues	5,250	4,594
Other Expenses and Write offs	82,052	-
	9,770,483	8,113,080
Net Operating Surplus before non-cash items	920,019	1,379,016
Non-cash items		
BC Housing Loan Forgiveness	59,713	59,713
Amortization of Capital Contribution	103,497	132,272
Amortization Assets	(2,025,231)	(1,525,982)
Excess (Deficiency) of Revenue Over Expenditures	\$ (942,002)	\$ 45,019

Our Funders



Our Community Partners



Coldest Night of the Year Sponsors

LEAD SPONSORS



SPONSORS

Kootenay Co-op, Columbia Basin Trust, Selkirk College

EVENT SPONSORS

Bowick Electric, Martin Hospitality Group, Kootenay Glass & Mirror, Derek Diener & Melanie Ward of Dominion Lending Centre Mortgage Brokers, Lasca Construction Design, Hemlock Homes, InLand Allcare, The Blindman, NSDA Architects, Mistiso's Place Vacation Rentals, Ellenwood Homes, Nelson Ford, Cartolina.

MEDIA SPONSORS

Kootenay Co-op Radio and Vista Radio, 103.5 The Bridge

Our Donors

Aaron Korbacher
Adam Ekvall
Alfred Crossley
Allison Lutz
Ashley Elliott
Belinda Puttnam
Benjiman Portz
Bill Steele
Bruce Gardave
Candice Batycki
Carol Ross
Cate Kai Liza and Max Korinth
Charles Zinkan
Cheryl Elliott
Chris Mugford
Christine Solomon
Christopher Chart
Colleen and Aldo Doratti
Daphne Powell
Dave and Sheila Martin
Deb MacKillop
Debbie Fuhr
Deirdre Collier
Diane Gamble
Dr Deanna Teichrob
Elizabeth & T Anthony Marsland
Elizabeth Clark
Erin Bruce
Frances Roback
Cathy Fuss
Gail Russell
Grant MacHutchon
Jane Merks
Jason Stewart

Jennifer & Stefan
Lehmann
Jennifer Lount-Taylor
Jillian Harvey
Katherine Wright
Kelsy Whitten
Larry Bickerton
Lester M & Evelyn
Benton
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Marilyn Somers
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Ron Little
Sarah Sherk

Shannon Shapovalov
Sheila Ann Ziola
Sherry Lynn Nicholson
Sigrid and Ray Bagnell
Stuart McKinnon
Susan Milner
Sylvia Reimer
Wayne and Elizabeth Hohn
William & Taras Maslechko
Zoe Opperheim

Businesses

*Blackbird Physiotherapy: Hand
to Shoulder Center
District of Sparwood
Fisherman's Market
Focused Life Force Energy
Grant Thornton
Kootenay Bakery Cafe
Cooperative
Kootenay Glass & Mirror Ltd.
Kootenay Co-op
Lions Club of Nelson
Mark's Warehouse
NADA Circles
Nelson Civic Employees
Association Local 339
Nelson District Credit Union
Nelson Nordic Ski Club
Provincial Employees
Community Services Fund
Urban Systems Foundation
Strutters Boutique
Valhalla Pure Outfitters Nelson*