

# Annual Report

2022-2023



NORTH SHORE  
Crisis Services Society



North Shore Crisis Services Society shelters and supports women and children surviving violence on the North Shore.

NSCSS respectfully acknowledges that we work on the unceded and traditional territories of the Coast Salish people, including the xʷməθkʷəy̅əm (Musqueam), St'at'imc, Skwxwú7mesh (Squamish), and sə́lilwetaʔ (Tsleil-Waututh) Nations.

### Contact Us

Office Phone: (604) 987 0366  
24-hour Support: (604) 987 3374  
Office Address: Unit 200 – 147 W 16th Street  
North Vancouver, BC, V7M 1T3  
Visit us online [nscss.net](http://nscss.net)  
[goodstuffconnection.ca](http://goodstuffconnection.ca)  
Charitable #: 10778 4316 RR0001



## Table of Contents

From the Board & Executive Director .....	3
About NSCSS .....	5
Year in Review .....	7
Finances .....	9
Looking Ahead .....	10



# Message from our Board President & Executive Director

## Welcome!

Over the course of this past year, we've learned a powerful lesson: when we come together and care for one another, hope and resilience endure. The commitment of our staff and volunteers shone brightly as they gave their all to assist those in need. All our programs remained accessible and open to women and children on the North Shore who were experiencing violence with many struggling with homelessness, poverty and worsening mental health.

SAGE Transition House continued to provide a crucial role supporting women and children who were fleeing violence. Our skilled staff were there, offering a lifeline to women and children escaping abuse, guiding them through one of the most perilous and distressing periods of their lives.

In our second stage housing programs, we witnessed single mothers and their families not just surviving but thriving. They were given the time and support they needed to reach goals that once seemed out of reach during times of fear and isolation.

Our experienced and resourceful staff in our Homeless Prevention Program and Outreach Services also made a significant impact by providing generous support, advocacy and referrals. This assistance enabled more women in our community to develop concrete strategies to break free from abusive relationships for good.

Financial struggles became increasingly prevalent among our clients this year, and in response, our community programs stepped up to provide essentials like food, grocery gift certificates, warm clothing, and diapers to families facing financial insecurity.

Our friendly and practiced PEACE Counsellors offered a safe space for children and youth to talk, develop healthy strategies, and heal from the trauma of living with violence in their homes.

Our Good Stuff Connection Clothing Program and Thrift Store continued to be a vibrant social hub in our community, and we appreciate all the staff and volunteers who have contributed immensely to its success. Not only does the store offer unique treasures to its customers, but it also provided much-needed necessities to many in our community who were struggling.

Like many organizations, we grappled with challenges related to recruitment and retention, as well as rising operational costs. Fortunately, we remain in a strong financial position thanks to the unwavering support of our funders and donors.

We want to express our heartfelt thanks to the Government of Canada for their additional funding through the COVID-19 Response and Recovery Fund, as well as the generous core funding from the Province of BC and essential operating support from the City of North Vancouver, District of North Vancouver, and the District of West Vancouver.

Every individual and organization that stepped up to help us change lives together has our profound gratitude.

We would like to give our heartfelt thanks to all the wonderful women who made the 6th Annual Gala of Grace event happen and who tirelessly volunteered so many hours preparing for the event held in April 2023. Despite all the challenges recovering from the pandemic, the event ended up being the most successful ever, raising over \$100,000!

Thank you for staying on this journey with us. We need all of you. The past year has been tough but hope and resilience go hand in hand. As we look ahead, we are excited to redefine what is possible. Today and for the years to come, we stand together, united in our mission to make a positive impact. Hope and resilience continue to guide us on this remarkable journey.

Sincerely,

**Ross Forman**

Board President

**Laura Reynolds**

Executive Director



## Who We Are

North Shore Crisis Services Society (“NSCSS”) is a charitable organization that provides emergency shelter, food, longer-term housing solutions, essential services, and preventative education to women and children impacted by violence on the North Shore. Each gift advances life-affirming housing and trauma-informed programs that help more women, youth, and single-parent families rebuild their lives - happy, healthy, and free of violence.

Our service impact reaches far beyond the walls of our transition house. We provide services to survivors of gender-based violence in 2 ways: directly, for thousands of women and children each year who access wrap-around support from our Program Coordinators, Women & Child Advocates, Outreach Workers, and PEACE Counsellors; and from a distance, when we work alongside other like-minded organizations within our close inter-agency network to meet the specific needs of each woman and child we serve.

## Board of Directors

### Officers

Ross Forman

Theresa Newlove

Lisa Humer

Catherine Downes

President

Vice President

Treasurer

Secretary

### Members at Large

David Von der Porten

Jacqueline Russell

## Management

Laura Reynolds

Connie Bonsteel

Ruth Boogert

Sandra Lee

Executive Director

Administration Manager

Finance Manager

Communications & Development Manager

## Our Programs

24-Hour Support Line: (604) 987 3374

SAGE Transition House

Second Stage Housing (SAGE, Hope's Place, and Janet's Place)

Good Stuff Connection Thrift Store & Clothing Program

Outreach & Multicultural Outreach Program

Homeless Prevention Program

PEACE Program



For more information, visit [nscss.net/programs](https://nscss.net/programs)



**316**

Women & children successfully escaped abuse through our safe housing programs.



**80%**

of client families in our second-stage housing suites had previously stayed at SAGE House.

### **SAGE Transition House**

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We welcomed 195 women and children (+ 10 pets) to SAGE House, our 18-bed, short-term safe house that provides accommodations for generally 30 days. During this time, women can access fresh food, new clothes, resources, and around-the-clock support from staff and a community of fellow survivors.

### **Hope's Place, Janet's Place, and SAGE Second-Stage**

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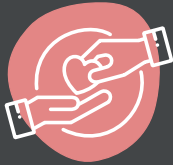
We welcomed 44 women and their children into our 3 second-stage housing programs. This is our most effective program as it provides families with more time and safe space to heal, access supports, and rebuild. Families typically stay for up to 18 months before moving onto permanent housing.

### **Homeless Prevention Program**

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This year, 77 women and their children directly benefited from HPP's housing support. HPP aims to help women keep their existing housing or, if that's not possible, secure safe and affordable housing elsewhere. HPP and second-stage housing both play a crucial role in ensuring that families and individuals' existing support networks on the North Shore remain accessible.





**17,120**

Boxes of donations were processed at Good Stuff Connection Thrift Store & Clothing Program.



**43%**

Outreach & Multicultural Outreach sessions helped to provide housing solutions.



**7,600**

Calls from women and youth seeking support about abuse were answered.

## **Outreach Services & PEACE Program**

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494 women and children were impacted through life-affirming care, ranging from free counselling for kids, advocacy for families, referral access to affordable childcare, legal support, immigration support, job training, and more. This holistic approach allows us to cater our services to each unique family and their distinct set of needs.

## **Good Stuff Connection Thrift Store & Clothing Program**

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Good Stuff Connection offers affordable quality housewares and clothing for all ages and genders - items such as dishware and utensils, bedsheets, hygiene products, and clothes for all weather and occasions. This year, 435 clients in our Clothing Program received nearly \$20,000 in essentials.

## **24-Hour Women's Support Line (604-987-3374)**

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This phone line operates 24/7, and provides emotional support, information about safe housing, and referrals to local resources relevant to those experiencing abuse. This year, we partnered with Family Services of the North Shore to offer around-the-clock access to the Sexual Assault Response Phone Line, providing callers with free and confidential support whenever they may need it.

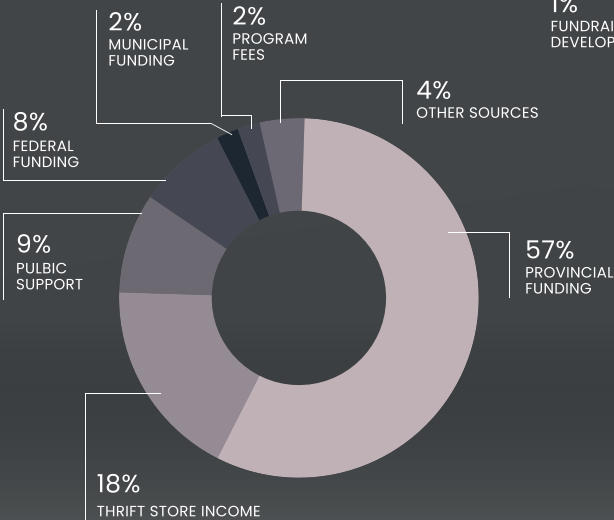
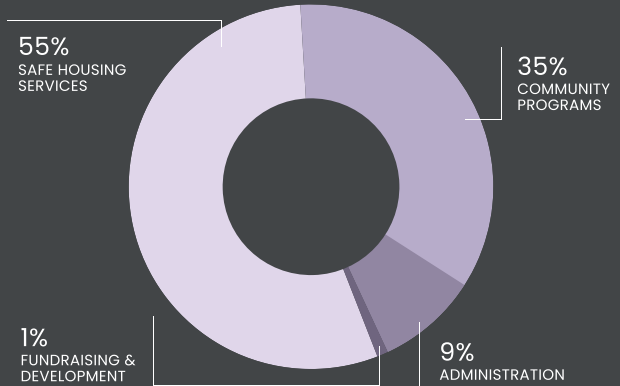
# Your Support in Action

2022-2023

Thanks to your generosity, more women and children can continue taking important steps toward a life free of violence. Here is how you help lift women and their families out of abuse.

## WHERE FUNDS WERE USED

Safe Housing Services	\$ 1,346,161
Community Programs	\$ 839,479
General & Administration	\$ 226,088
Fundraising & Development	\$ 24,063
	<b>\$ 2,435,790</b>



## WHERE FUNDS CAME FROM

Provincial Funding	\$ 1,433,963
Thrift Store Income	\$ 436,394
Public Support	\$ 213,697
Federal Funding	\$ 194,088
Municipal Funding	\$ 40,789
Program Fees	\$ 42,899
Other Sources	\$ 92,336
	<b>\$ 2,454,166</b>

Core Funders



## Looking Ahead

Our strategic plan for 2022-2025 will help guide our decisions and shape our agency's evolution. These goals will ensure that our agency stays lean and resourceful, nurtures important relationships, can continually identify growth areas, and build upon our strengths.

### Goal #1

#### Financial Sustainability

By growing a strong and diverse income base, NSCSS will be better placed to weather future uncertainty and to pivot and adapt services as client needs change.

### Goal #2

#### Safe & Affordable Housing

The demand for second-stage housing suites far exceeds availability. We aim to add 6 more housing units (12 units total) to support a greater number of clients.

### Goal #3

#### Increasing Access & Awareness

We aim to widen our reach and deepen our impact by providing more preventative education to the wider public about fostering safety and ending violence in our community together.



## Survivor Voices

"No one has ever given me their time to listen like this. I felt like this was my family."

"Your support helped me stand on my feet. It means a lot to me and my twins."

"Living at Hope's Place gave me the confidence to realize that I can start a new life with my children."

"My daughters do not have to be victims... You have opened unlimited doors of opportunity for them. Thank you."

"This is a wonderful place to find support and start a new path."



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Society

