



NEWTON ADVOCACY GROUP SOCIETY



ANNUAL REPORT 2010/2011

The Evolution of Newton Advocacy Group Society - 1991 to 2011

Newton Advocacy Group Society, affectionately known as NAGS, has been providing advocacy, accompaniment, poverty law, empowerment, and employment services to the South Fraser Area since 1991. Created by a grass roots movement of women experiencing a lack of services for ourselves, our families, and our community, we decided to do something about it and created NAGS!

In our 20th year, the milestone we have chosen to undertake is to merge with SOURCES Community Resources Society. We went through a year long process working with a committee made up of senior staff and board members. We conducted internal-external surveys and in person discussions with our community partners before making this choice. Evolution is the best word to describe our transition as a small non-profit society choosing to join with a large non-profit society.

Many of us in this sector are aware that, on April 1, 2012, the business transformation for all employment contracts funded by the Province will start. More than half of Newton Advocacy Group Society's current funding is from this source, and it is clear that in the new model we could face up to a 40% reduction in funding. Given this, we felt that to merge was the best decision. We are sad to lose our "NAGS" name but excited at the possibilities for future growth under the strong leadership of the SOURCES Board of Directors and Managers. During the transition period this summer it was a pleasure to get to know all of them better.

I am confident that the community will continue to receive the advocacy and specialized employment services they have come to depend on. People will still be able to walk in through the same doors at 13588 88 Avenue, receive the same services, and see the same service staff under a different name.

We have come a long way since our humble beginnings as volunteers working from our homes.

| Organizational Growth | 1991 | 2011 |
|--------------------------|-----------------|------------------------------|
| Volunteers | 8 | 60 volunteers = 4,000+ hours |
| Full and part time staff | 0 | 30 |
| Funding Sources | 1 | 25 |
| Revenue | 2,000 | 1.8 million |
| Requests for service | 2 to 5 per week | 20 to 30 per day |
| People helped Annually | 56 | 6,000+ |

The most important part of this evolution was to reassure our staff and the people we serve that under SOURCES we will not only be able to continue to provide advocacy and employment services but we will also be able to improve our services through accreditation and continuous quality improvement. I would like to thank our out-going Newton Advocacy Group Society Board of Directors. It has been a pleasure serving the community with you.

Susan Keeping
Outgoing Executive Director

Advocacy Services

Advocacy services assist individuals and families living on low limited income who are dealing with multiple barriers such as homelessness, poverty, unemployment, under employment, mental illness, and physical disabilities. The client profile is a marginalized population with people who are refugee claimants, immigrants, women fleeing violence, victims of abuse, aboriginal people, youth, seniors, and single parents. Our advocacy, support, and information services help people access food, shelter, community resources, mental health support, addiction programs, and medical services. Support services to access and maintain financial resources such as income assistance, employment insurance, provincial disability and Federal disability benefits are also available. Our service area includes the South Fraser region. The Mental Health Consumer Advocacy program, however, covers the entire Fraser Health region #3 which includes Tsawwassen to Burnaby and Aldergrove to Hope. We have a total of ten full time advocacy staff as well as a number of volunteers, practicum students, and summer students providing services Monday to Friday 9am to 4:30pm.

| Program | Total Number of People Helped (includes families) | In Depth Advocacy Cases (include accompaniment, coaching, support and representation for benefit applications, BC Housing applications, appeals, tribunals, eviction notices and dispute resolution hearings) |
|---|---|---|
| Homelessness Prevention | 1,000 | 450 |
| Homelessness Outreach & Housing Support Workers | 600 | 150 Daily/weekly outreach support to get housed and stay housed |
| Resource Room for housing search | 2,000 Clients may be counted in other areas | 0 |
| Surrey Rent Bank Pilot | 200 | 70 Loans to avoid eviction |
| Poverty Law | 970 | 388 |
| Disability Applications | 400 | 300 |
| Mental Health Consumer Advocacy Services | 1,441 | 613 |
| Totals | 4,611 | 1,971 |

The Surrey Rent Bank – Homelessness Prevention Pilot Program: The goal of the Surrey Rent Bank (SRB) is to prevent homelessness by ensuring housing stability among economically disadvantaged groups. The SRB program builds community housing stability by providing loans to low income earners for rent and utility arrears so that they can remain in their homes. Sustainable communities begin with secure and stable housing. Since March 2010, the SRB has provided 70 loans thus securing the housing of approximately 200 individuals.

Employment and Empowerment Programs

“You will never know how much you have helped me at one of the lowest moments of my life! I first heard about Project comeback while I was at the Lookout Russell House shelter. I befriended a gentleman and he saw in my face and heard in my voice that I wanted to change my life, and said that he was part of a program in Surrey that helps people that were homeless to get a fresh start, and that I should stop in. So I did, and as soon as I walked into the door I knew that I was home!!! “(PC client feedback)

Women’s Empowerment is a six-month part-time program for women victims of violence who face multiple barriers and are not ready or able to work. This program supports them to take the next steps towards employment. This year, 85 women started the program and 40 graduated. Twenty-eight women are currently in programs. Four women are now employed; 24 have gone on to further educational programs (academic upgrading, trades programming, and the WISE program); and four have gone on to post-secondary. At this time we have 40 women on our waitlist.

The WISE Program is a six week program for women who are ready for employment and have had little or no work experience. Participants have experienced violence and marginalization and many are new Canadians with no local work experience. Participants receive employment readiness and life skills workshops; individual employment coaching; and job development services. This year, 65 women have graduated, 20 went on to further training, and 28 gained full time employment. These programs will both end March 31st 2012 due to business transformation of provincial government contracted services. It will be replaced with services that are performance based with similar activities.

Project Comeback serves people who are homeless and motivated to find employment. Our services include a resource room where clients can get on-site support and use computers to do housing and job searches. Lunch is provided daily as it contributes to an environment where people feel welcomed while remaining focused and task oriented. Our coaching staff provides the 1-1 support clients require when they are working at reducing barriers to housing and employment. We also have a job developer that creates links between employers in the community and job seekers as well as an outreach worker who visits community sites and provides information to potential clients. Our workshops complement other services by providing group learning opportunities. Clients work towards sustainable employment and secure and stable housing with the aim of permanently breaking the cycle of homelessness. In the last year we had 90 new participants in Project Comeback. We assisted 45 people to obtain employment and 64 to secure housing.

| Program | Total Number Graduated | Outputs |
|---------------------|------------------------|--------------------------------|
| Women’s Empowerment | 85 | Employment - 4, Training - 28 |
| WISE | 72 | Employment - 28, Training - 20 |
| Project Come Back | 90 | Employment - 45, Training - 10 |
| Totals | 247 | Employment - 77, Training - 58 |

Volunteer Services

Christmas Hamper Program for Single Moms: Christmas Dreams Come True 2010 helped over 31 families this year. Eleven sponsors supported the event including CUPE 728 Surrey School District; North Delta Football Association (2 families); Peace Arch Hospital Medical Imaging (3 families); Stenberg College (2 families); Surrey Fire Fighters (15 families); Surrey Pioneers FF; Aspen Developments; Vancity Savings Credit Union in Newton and Whalley; Lavina and Hockey Team; Newton Advocacy Group Society Staff (3 Families); and anonymous sponsors. Donations of gifts and goods also came from Enver Creek Secondary School – Outreach Charities of Student Council; Surrey Fire Fighters; and Starbuck's. Many thanks also go out to the Valleyview Funeral Home for their amazing toy drive that they have been doing for many years. Heartfelt thanks and appreciation go out to Surrey Fire Fighters Bob Tewson, Murray Smith, and Terry Hunt for their incredible hard work as well as the effort and energy they put into making the Christmas Dreams Come True Christmas Hamper Program a HUGE success. As well, a huge thank you goes out to all of the volunteers that help to make this event happen. From the food to the crafts, Santa to his helpers, and the photographers to the drivers, without you all this event could not happen.

Year Round Income tax Clinic is a partnership with Canada Revenue Agency and our dedicated volunteers lead by Sandra Manning, David Shorter, and John Porter. They process over 200 tax forms ten months of the year. This service is available to individuals under the Low Income Cut off. Without up to date tax returns, low income individuals and families cannot access benefits such as premium assistance for MSP and guaranteed income supplement for seniors. Some people have multiple years of tax returns they need to be done and many are not receiving HST/GST refunds, child tax, and BC family bonus payments.

Pro Bono Legal Clinic: In partnership with Access Pro-Bono Society, we offer the Pro Bono Legal Clinic on Tuesday and Wednesday afternoons from 1:00 to 4:00 for about 9 months out of the year. Each person can receive 30 to 60 minutes of free legal advice on immigration, family, and civil law at our offices.

| Service Program | People Helped | Number of Volunteer Hours |
|----------------------------|---------------|---------------------------|
| Year Round free Income tax | 2,172 | 1,879 |
| Pro Bono Legal Clinic | 150 | 80 |
| Christmas Hampers | 31 (families) | 300 |
| | | |
| Totals | 2,353 | 2,259 |

NEWTON ADVOCACY GROUP SOCIETY
BALANCE SHEET -- MARCH 31, 2011 AND 2010

| | 2011 | 2010 |
|--|------------|------------|
| | | (Note 9) |
| ASSETS | | |
| CURRENT ASSETS: | | |
| Cash (Note 3) | \$ 346,804 | \$ 302,526 |
| Accounts receivable | 73,962 | 29,524 |
| Loans receivable, rent bank (net of current portion) | 9,970 | 3,671 |
| Prepaid expenses | 9,645 | 10,484 |
| Total current assets | 440,381 | 346,205 |
| LOANS RECEIVABLE, rent bank (net of current portion) | 13,606 | - |
| CAPITAL ASSETS (Note 4) | 9,826 | 11,641 |
| \$ 463,813 | \$ 357,846 | |
| LIABILITIES AND NET ASSETS | | |
| CURRENT LIABILITIES: | | |
| Accounts payable and accrued liabilities | \$ 34,232 | \$ 11,631 |
| Deferred contributions (Note 6) | 281,215 | 233,966 |
| Total current liabilities | 315,447 | 245,597 |
| LEASE COMMITMENTS (Note 7) | | |
| NET ASSETS: | | |
| Invested in capital assets | 9,826 | 11,641 |
| Unrestricted net assets | 138,540 | 100,608 |
| Total net assets | 148,366 | 112,249 |
| \$ 463,813 | \$ 357,846 | |

The accompanying Notes are an integral part of this statement.



NEWTON ADVOCACY GROUP SOCIETY
COMBINED STATEMENT OF REVENUES AND EXPENSES
FOR THE YEARS ENDED MARCH 31, 2011 AND 2010

| | 2011 | 2010 |
|--------------------------------------|------------------|------------------|
| | | (Note 9) |
| REVENUES: | | |
| Contracts and grants | \$ 1,754,610 | \$ 1,562,207 |
| Fundraising and donations | 13,943 | 40,304 |
| Gaming income | 82,816 | 84,862 |
| Earned income | 3,687 | 4,367 |
| | <u>1,855,056</u> | <u>1,691,740</u> |
| EXPENSES: | | |
| Amortization | 3,853 | 4,396 |
| Dues, licences and subscriptions | 846 | 1,111 |
| Employee development and recognition | 12,462 | 7,444 |
| Fundraising | 1,197 | 9,335 |
| Insurance | 6,000 | 6,054 |
| Interest and bank charges | 3,594 | 3,628 |
| Office and miscellaneous | 50,752 | 58,558 |
| Professional fees | 15,725 | 11,962 |
| Program expenses | 158,139 | 137,093 |
| Rent and occupancy costs | 164,191 | 155,899 |
| Repairs and maintenance | 23,037 | 20,027 |
| Telephone | 16,034 | 18,764 |
| Utilities | 9,479 | 9,495 |
| Wages and benefits | 1,353,630 | 1,242,251 |
| | <u>1,818,939</u> | <u>1,686,017</u> |
| Excess of revenues over expenses | <u>\$ 36,117</u> | <u>\$ 5,723</u> |

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