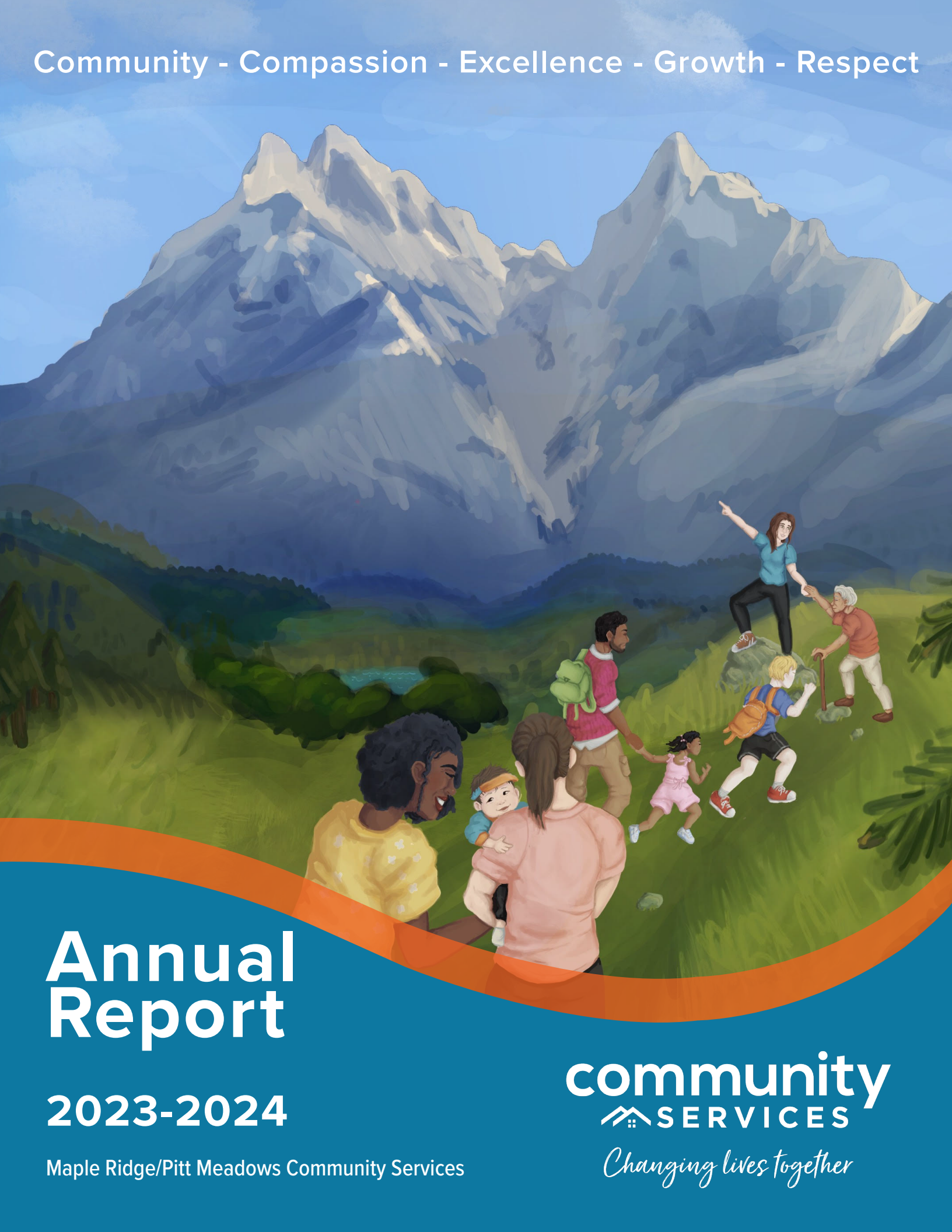


Community - Compassion - Excellence - Growth - Respect



Annual Report

2023-2024

Maple Ridge/Pitt Meadows Community Services

community
SERVICES

Changing lives together

What We Do:

Maple Ridge/Pitt Meadows Community Services is an accredited, multi-service charity dedicated to providing quality programs and services to the diverse community of Maple Ridge and Pitt Meadows for over 50 years.

This year we have served over 25,800 people in our community with 32 quality programs and services that support and empower individuals and families of all backgrounds to realize their potential and achieve self reliance through increasing skills and confidence, decreasing isolation and risk, supporting progress and change, reducing stigma and dependencies, and accessing resources and services.

With over 90 staff, 100 volunteers, and 40 community partners, Maple Ridge / Pitt Meadows Community Services is a respected pillar of support and resources for our communities.

"The thing that makes MRPMCS special is thier incredible staff and volunteers. You will not find a more helpful. kind, and knowlegeble group of people. If they can't help you, they will connect you with someone who can. MRPMCS Is a safe place to ask for help and I encourage everyone to spread the word. "

-MRPMCS Volunteer

PROGRAMS

Children & Youth

Alisa's Wish Child & Youth Advocacy
Centre
Child & Youth Mental Health Outreach
Program
Child & Youth Connections
Children and Youth with Support Needs
Foundry Ridge Meadows
Restorative Justice

Early Childhood

Child Care Resource & Referral Program
Community Parenting Program
Daddy & Me
Family Place Community Parenting Centre

Family Services

Family Strengthening Outreach Services
Out of Care Options
Youth & Family Conflict Intervention

Legal and Victim Services

Community Based Victim Services
Community Law Advocacy Program
Family Law Advocacy Program
Legal Services
Restorative Justice
Sexual Assault Support Services

Mental Health & Support Services

Anxiety/Depression Group
Community Living Support Program
Supported Volunteer Program
The Club

Senior Services

Better at Home
Meals on Wheels
Senior Digital Literacy Program
Seniors Activity Program (aka Seniors'
Party Bus)
Seniors Navigation and Peer
Support Program
Seniors Social Prescribing Program

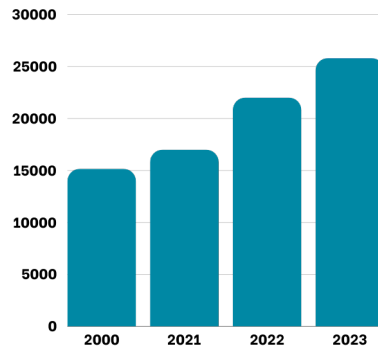
Counseling Services

Clinical Counseling Services
SUSENA Counseling

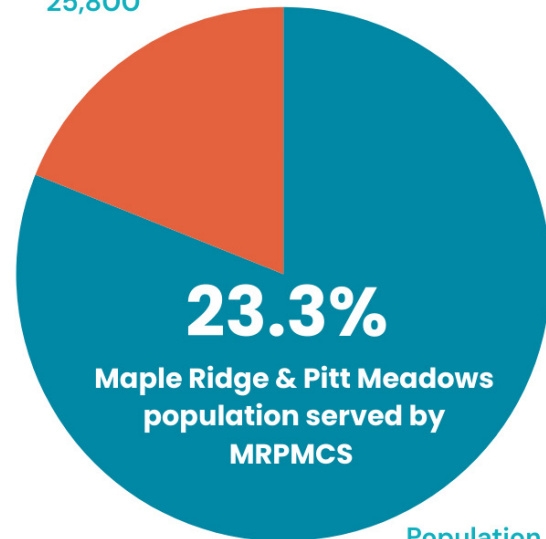




**SERVICE
DEMAND
UP 70%
SINCE 2020**



MRPMCS Served
25,800



Population
110,488

Mission

We support and empower individuals and families to realize their potential and achieve self-reliance. We do this by offering client-centered services and programs that embrace the following values.

Values

- Community
- Compassion
- Excellence
- Growth
- Respect

Executive Director's Message

Kristy Rogge



2023 - 2024 ANNUAL REPORT

Welcome to the 2023/2024 Annual Report for Maple Ridge/Pitt Meadows Community Services. This year marks a significant transition as we bid farewell to Vicki Kipps, who dedicated 27 years of exemplary service to our agency. Vicki's brave leadership and dedication have profoundly shaped Community Services, leaving a lasting impact that we will continue to build upon.

As we embark on this new chapter, I am honored to continue Vicki's legacy as the new Executive Director. With over 25 years of experience within Community Services and a deep-rooted passion for enhancing the well-being of our community, I am eager to lead us into a future defined by growth, collaboration, and impactful change.

In the past year, we have achieved a milestone in our journey by integrating Cythera Transition House Society staff into the umbrella of Community Services and our culture. This collaboration has been a significant step towards enhancing our ability to provide comprehensive support and services to individuals and families in need within our community. The combined efforts of both agencies have strengthened our collective impact and expanded our reach, ensuring that more individuals receive the vital assistance they require during challenging times.

Throughout the past year, staff have demonstrated remarkable perseverance, strength, and commitment. Despite challenges, they have continually sought ways to enhance and improve the programs and services we offer to over 25,800 citizens annually. This dedication has been instrumental in our ability to meet the evolving needs of our community.

We are pleased to report significant growth in our organization, including the onboarding of new staff who bring fresh perspectives and energy to our team.

Their contributions have enriched our programs and expanded our capacity to serve the community effectively.

As we reflect on our journey, we deeply appreciate the invaluable contributions of our long-term staff. Their dedication and expertise have shaped our success, fostering a culture of compassion and excellence. We are grateful for their continued service and eager to build on our legacy of community support and empowerment.

Looking ahead, we are excited about the opportunities that the coming year presents. With a strong foundation built on the dedication of our staff and the support of our community, we are well-positioned to achieve even greater milestones and impact more lives in meaningful ways.

In conclusion, I extend my heartfelt gratitude to Vicki Kipps for her decades of service and leadership. I am deeply honored to step into the role of Executive Director and am eager to contribute to our agency's legacy of community impact. With the dedication of our staff, the collaboration of the integrated team from Cythera Transition House Society, and the unwavering support of our community, I am confident we will continue to advance our mission of empowering and enriching the lives of all those we serve. Together, we look forward to a future filled with promise and meaningful progress.

Thank you for your continued support and partnership as we strive to make a positive difference in Maple Ridge and Pitt Meadows.

Sincerely,

Kristy Rogge
Executive Director

Maple Ridge/Pitt Meadows Community Services

A handwritten signature in black ink that reads "K Rogge". The signature is written in a cursive, flowing style.

Senior Leadership Team & Board

SENIOR LEADERSHIP TEAM



Kristy Rogge
Executive Director



Joanne Leginus
Director of Administration and
Services



Sandy Micona
Director of Finance



Kerry Pavan
Director of Human Resources



Kim Mapson
Director of Programs and
Practice

Our Principles

We operationalize our values by adhering to the following principles:

We collaborate with stakeholders to ensure standards of excellence and transparency in program planning and service delivery.

Our environments are safe, healthy, supportive and inclusive.

We are committed to excellence in leadership and financial accountability.

We create ongoing positive change through commitment to continuous learning, quality improvements, and growth.

We respect our clients and stakeholders and we are committed to a hopeful, strength focus client-centered approach in all we do.

BOARD OF DIRECTORS



Lisa Begg
Chair



Stephen Hart
Director



Bart Findlay
Secretary



Lynn McCarthy
Director



Lucy Meechan
Director



Gwen O'Connell
Vice Chair



Dr. Angela Macdonald
Director



Nadine Power
Treasurer



Tisha Scoffins
Director

THE CARVER MODEL

In 1995, the Board adopted its version of the “Carver Model” of governance. The approach is called “the Policy Governance Model of Board Leadership” The Board approaches its task with a style which emphasizes: outward vision rather than an internal organizational preoccupation; strategic leadership more than administrative detail; clear distinction of Board and staff roles; future rather than past or present; proactivity rather than reactivity.

Memberships and Associations

BC Association of Clinical Counsellors
 BC Council for Families
 BC Family Child Care Association
 Canadian Counselling and Psychotherapy Association
 Chartered Professional Accountants of BC
 Chartered Professional in Human Resources of BC / Yukon-
 Community Social Services Employers Association
 Council on Accreditation (COA)
 Early Childhood Pedagogy Network
 Family Resource Programs of BC
 Federation of Community Social Services of BC
 Ridge Meadows Chamber of Commerce



COMMUNITY COMMITTEES

Working together with over 17 committees, promoting innovation, and building sustainable solutions that benefit the entire community.



Community Partners

ACT 2 Child and Family Services
 Adler School of Professional Psychology
 Alouette Addictions Services
 Child and Youth Mental Health
 City of Maple Ridge
 City of Pitt Meadows
 City University
 Cythera Transition House Society
 Emily Carr University of Art + Design
 Family Smart
 Foundry Central Office
 Fraser Health
 (Nurse Practitioner) and HEAL Clinic
 Fraser River Indigenous Society (FRIS)
 Fraser Valley Regional Library
 Golden Ears Care Society
 Katzie First Nation
 Kiwanis Club of Golden Ears
 Maple Ridge Community Foundation
 Maple Ridge Health Unit
 Maple Ridge, Pitt Meadows, Katzie Seniors Planning Table
 Ministry of Children and Family Development
 Ministry of Social Development & Poverty Reduction
 PLEA Community Services
 RCMP Victim Services
 Ridge Meadows Association for Community Living
 Ridge Meadows Child Development Centre
 Ridge Meadows Division of Family Practice
 Maple Ridge Pitt Meadows Katzie Community Network (CN)
 Ridge Meadows RCMP
 Ridge Meadows Senior Society
 School District 42
 The Family Education & Support Centre
 The Salvation Army - Ridge Meadows Ministries
 Trinity Western University
 University of the Fraser Valley
 United Way of British Columbia
 Work Safe BC
 Yorkville University



25,800 Clients Served

COUNSELLING SERVICES

INFORMATION RESOURCE REQUESTS

EARLY CHILDHOOD

CHILDREN & YOUTH

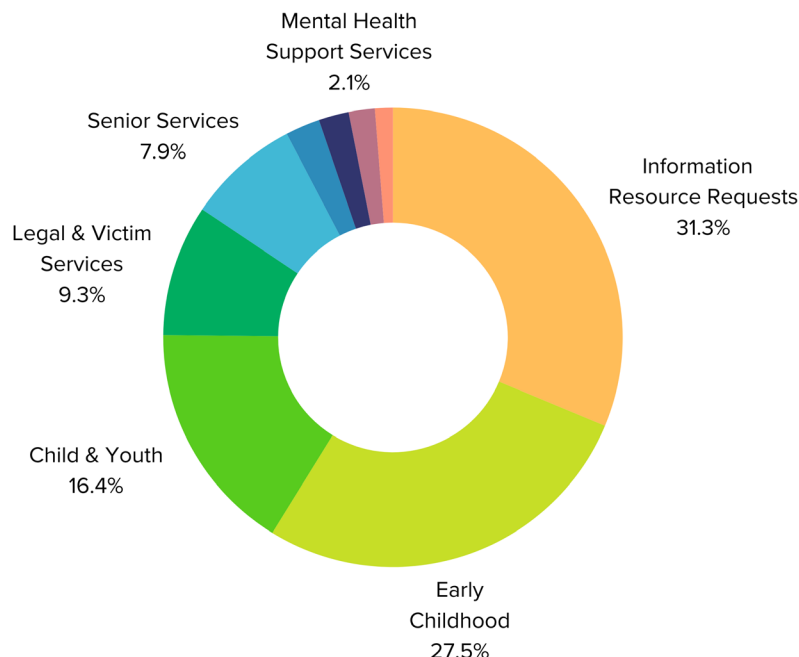
LEGAL & VICTIM SERVICES

SENIOR SERVICES

FAMILY SERVICES

MENTAL HEALTH SUPPORT SERVICES

CORNERSTONE LANDING



A Word from Our Clients

"I needed human interaction and help with my depression. They made me feel less alone and I made some healthy connections and got help finding a job."

-Foundry Ridge Meadows Client

"Counselling supported me in receiving a diagnosis for my mental health condition. This has helped me better understand myself and work on my strengths. I now run a business out of my home that works with my life."

- Susena Counselling Client

"I really struggled to leave my house due to my anxiety. This program helped me take control of my life through weekly support and encouragement. Now I love going to my yoga class, cooking, going for walks, and having my friends over again."

-Community Living Support Client

2023 clients report benefits from MRPMCS programs in the following ways:

- Increased skills
- Decreased isolation
- Increased community connection
- Increased awareness and access
- Decreased hospitalization
- Increased/maintenance of independence
- Decreased family violence
- Increased coping skills
- Increased communication skills
- Increased/improved relationships
- Increased safety and well-being
- Decreased stress
- Increased parenting skills
- Kindergarten readiness
- Increased success to legal information
- Improved overall well-being

“As a senior, I am often ignored and do not get the chance to interact with people. Community Services makes me feel seen and gives me the opportunity to socialize and have interesting experiences. I feel more connected and happier with my life in general thanks to the Seniors Party Bus.” – Senior Services Client

Community Services accomplishes a significant amount of quality improvement work through the successful structure of internal committees that include:

- Equality Diversity & Inclusion
- File Review
- Occupational Health & Safety
- Performance Quality Improvement
- Risk Management
- Training and Development
- Truth and Reconciliation
- Wellness Committee



• Risk Management Committee

Celebrating Our Strengths as a Community!

Congratulations Paryss!

Youth Housing

“Since moving to Cornerstone Landing at 16 years old, I have finished high school, got a full-time job and been accepted into Emily Carr University starting in the Fall.”

- Paryss



Carol's Experience

Senior Department

“Through the Seniors Party Bus, I have made some great friends and really enjoyed all the activities and food. The big thing that has brought me so much happiness is the social aspect and camaraderie. I was nervous at first, but everyone was so nice and welcoming. It's a great program.”

- Carol



Top Scores

COA Accreditation

The Council On Accreditations (COA) process is client-centered and supportive of the unique cultural needs and goals of Community Services and the people we serve. To meet accreditation, organizations must be accredited every four years. MRPMCS received top scores in every international accreditation standard this year!



Announcing our NEW CCRR Lending Library!



The lending library is now at your fingertips with a brand new website! Parents, Child Care Providers, and the ECE Workforce can borrow from over a hundred of resource kits, toys, and more with a free CCRR membership! Now cataloged on the website, you can browse through the library with ease. All of the CCRR's resource kits follow the BC early learning framework to support curriculum planning.



ccrr
Child Care Resource & Referral

LENDING LIBRARY

For Child Care Providers
ECE Educators/ ECE Students

We invite you to come and check out our free library of toys, books, puzzles and more!

Monday to Friday
9:30am - 4:30pm
Wednesday open till 6
Saturday 12:30pm - 4:30pm

Scan Here for more info

Child Care and Referral Program
22768 119th Ave
Maple Ridge
604-467-2273
ccrr@mrpmcs.ca

community SERVICES
Changing lives together

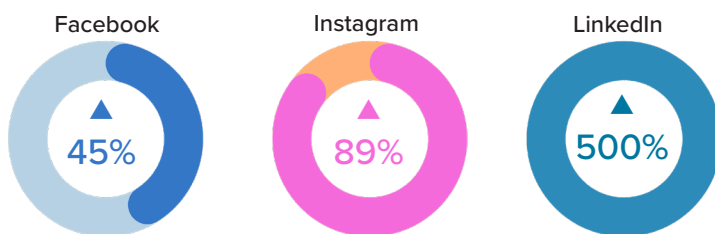
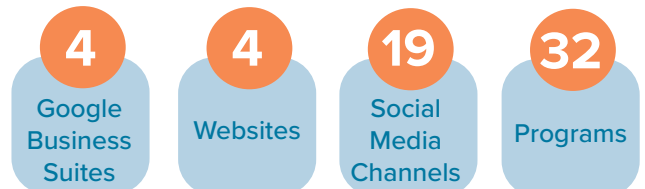
ChildCareBC
Funding for the CCRR is provided by the Province of British Columbia. www.gov.bc.ca/ChildCareResourceReferralCentres

Marketing & Communications

Since creating a Marketing and Communications position in the spring of 2021, MRPMCS has launched four new websites and increased our social media and digital reach. Through consistent branding and professional design, MRPMCS is leveling up its public profile to reflect the excellence and quality of our programs and services.

49,820

Visits to our websites in 2023!



Social Media Growth Since April 2021
Audience: 16.6% Men 83.40% Women



Exciting Marketing & Communications News!

MRPMCS has partnered with the University of the Fraser Valley and Emily Carr University of Art + Design to provide practicum opportunities for students within Marketing & Communications studies. Stay tuned for more exciting projects to highlight our scope and positive impact on the community!



★★★★★ 42 weeks ago

The staff is always there and are amazing to deal with. Thank you for being there, not only for me yet for my son as well. Highly recommend reaching out and connecting with these people

Google Reviews MRPMCS



Our Funders

BC Housing
 BC Gaming
 City of Maple Ridge
 City of Pitt Meadows
 Community Action Program for Children
 Community Living British Columbia
 Department of Justice
 Employment and Social Development Canada
 Foundry Central Office
 Fraser Health
 Government of BC
 Legal Aid BC
 Ministry of Children and Family Development
 Ministry of Education and Child Care
 Ministry of
 Ministry of Public Safety and Solicitor General
 Ministry for Social Development and Poverty Reduction
 New Horizons For Seniors Program
 Service Canada
 The Law Foundation of British Columbia

We would also like to acknowledge the generosity of our individual donors, third-party fundraising organizers, and monthly donors.

Thank you for your support!

Service Club Donors

Royal Canadian Legion Branch 88
 Rotary Club of Meadow Ridge
 Pitt Meadows Lions Club
 Fraternal Order of Eagles #2831
 Kiwanis Club of Golden Ears

Major Donors

Chances Casino Maple Ridge
 Hopcott Farms
 Ridge Meadows Quilters Guild
 R. Cocking
 The Stewart Family Foundation

Community Services is funded by municipal, provincial and federal sources, United Way, local service groups, foundations, private donors, and third-party fundraisers.



“The greatness of a community is most accurately measured by the compassionate actions of its members.”

– Coretta Scott King

Fund Development

We extend our heartfelt gratitude to our incredible donors and volunteers. Your unwavering support—whether through financial contributions, donated items, or time—has profoundly impacted the lives of those we serve. Your generosity not only demonstrates trust in our mission but also a heartfelt commitment to the well-being of our clients. For this, we are deeply grateful.

If you're interested in hosting a third-party event, making a donation, or volunteering, please reach out to Heather Walker at 604.467.6911 ext. 1413 or hwalker@mrpmcs.ca. We are changing lives together!

20

Third-Party
Events

45

New Cash
Donors

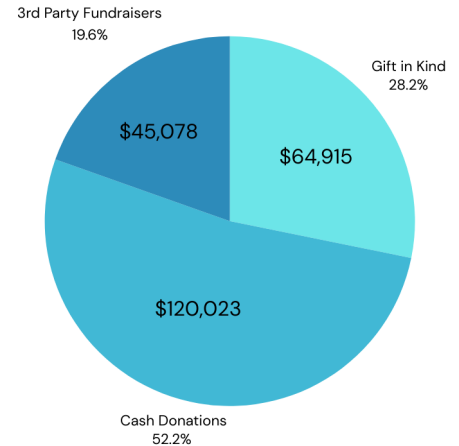
64k+

Gifts in Kind

13k+

Raised from
Silent Auction

2023 Highlights



Where do your donations go?

- \$6000 per month goes to local seniors in need for free Meals on Wheels delivery, a friendly wellness check, and Better at Home Services (drives to medical appointments, grocery shopping, light housework).
- Our Senior Emergency Fund supports the purchase of medicines, hearing aids, eye glasses, warm clothes, beds, and mobility devices.
- Donations help keep the doors open at our Alisa's Wish Child & Youth Advocacy Centre to provide free support services for children and youth who have been sexually abused.
- Donations help provide free counselling for individuals unable to pay for counselling to heal from trauma.
- Daddy & Me program donations provide a safe place for fathers to connect, get parenting information and build local connections.

Donations help get seniors out into the community and have enriching social activity and fun new experiences at Party Bus events.

- Donations to our Restorative Justice program helps offenders rebuild relationships through accountability and community-driven solutions, while providing a victim-centred approach to healing.

"Donating monthly to Community Services makes me feel connected to something larger than myself. I love that someone gets the help they deserve because I am able to contribute."

–Monthly Donor

Donate





Where do we go from here?

As we wrap up 2024, we're excited to share the path forward at Maple Ridge/Pitt Meadows Community Services (MRPMCS). This year, we celebrated several internal promotions, reflecting our commitment to fostering leadership from within and supporting staff development. These new leaders bring valuable perspectives to the agency's mission and value statements.

We are also preparing to launch a new strategic planning process in January 2025, which will focus on enhancing our impact and expanding services to better meet community needs. This process will be collaborative, involving key stakeholders to ensure strategies are aligned with long-term goals.

To support our team's growth, we've introduced Gallup Strengths Training to enhance individual and team development. This initiative helps staff identify and utilize their

unique strengths, contributing to both individual and team development and improving overall effectiveness. Our recent top marks for our accreditation highlights our commitment to high standards and continuous improvement.

The agency is currently undertaking an Equity, Diversity, and Inclusion (EDI) assessment which will provide valuable insights into creating a more inclusive working environment.

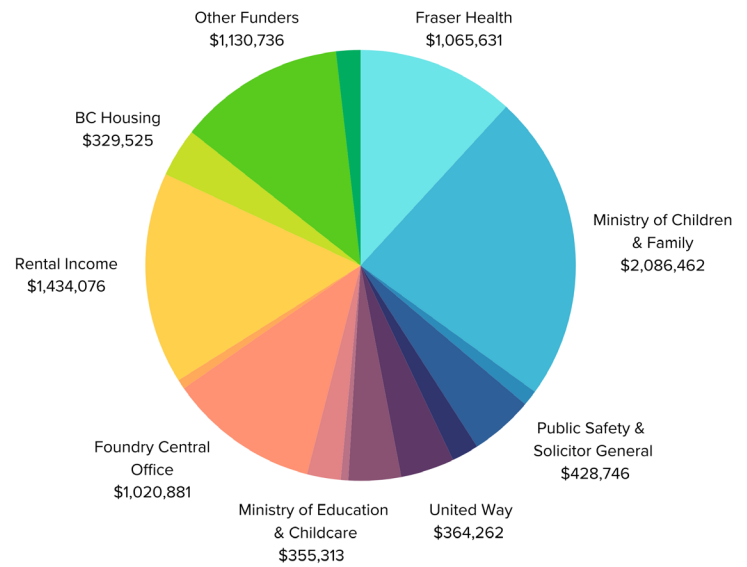
Additionally, we've developed and executed a comprehensive Information Technology Strategic Plan, implementing significant upgrades, including moving to a cloud-based solution, to enhance efficiency and service delivery. This reflects the organization's commitment to leveraging technology to support our mission.

We are energized by the progress we've made and look forward to continued growth and impact in the years to come.

Financial Highlights

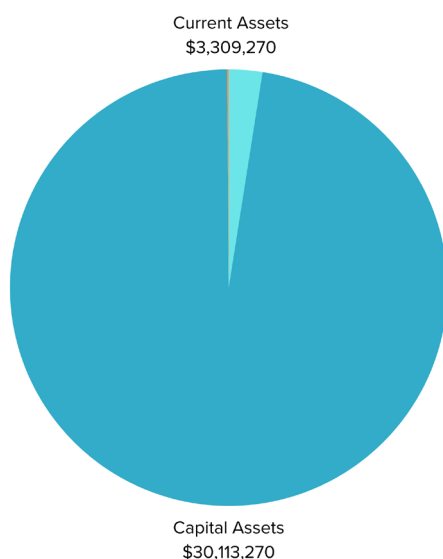
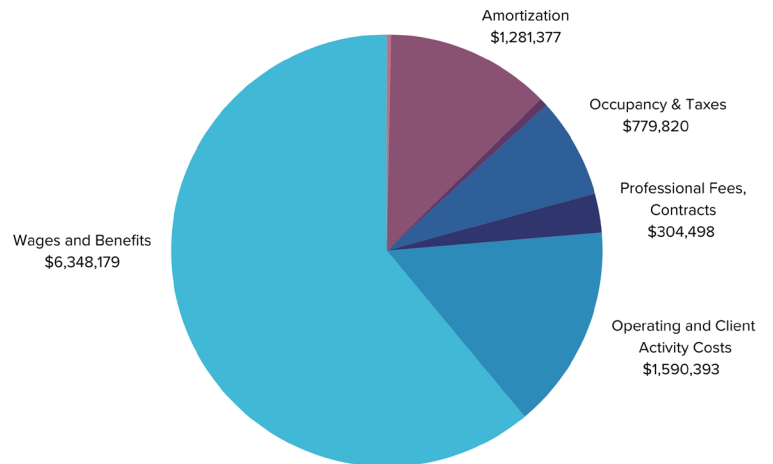
Revenue \$9,640,223

Fraser Health	\$1,065,631
Ministry of Children & Family	\$2,086,462
Community Living BC	\$105,266
Public Safety and Solicitor General	\$428,746
Department of Justice	\$183,230
United Way	\$364,262
Ministry of Education & Child Care	\$355,313
CAPC	\$50,910
Law Foundation	\$228,173
Foundry Central Office	\$1,020,881
Gaming	\$65,125
Rental Income	\$1,434,076
BC Housing	\$329,525
Other Funders	\$1,130,736
Donations and Fundraisers	\$165,101



Expenditure \$10,401,104

Other	\$33,632
Amortization	\$1,281,377
Training and Travel	\$63,205
Occupancy & Taxes	\$779,820
Professional Fees, Contracts	\$304,498
Operating and Client Activity Costs	\$1,590,393
Wages and Benefits	\$6,348,179

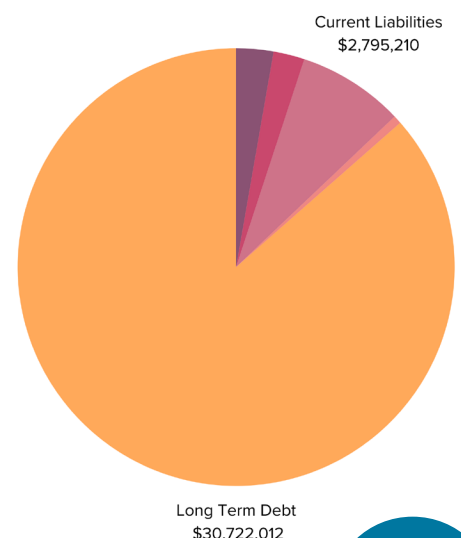


Assets \$33,575,404

Current Assets	\$3,309,270
Capital Assets	\$30,113,270
Restricted Deposits	\$152,853

Liabilities & Net Assets \$33,575,404

Long Term Debt	\$30,722,012
Restricted Net Assets	\$216,458
Current Liabilities	\$2,795,210
Deferred Capital Contributions	\$818,873
Unrestricted Net Assets	\$977,149



Collaboration is key

We partner with 44 different groups and organizations!

Volunteers make a difference

Our programs rely on the support of dedicated
and caring volunteers!

Success and learning

Close to 100% of our program clients share that they gained
valuable skills and experiences by receiving services.



Changing lives together

604-467-6911

22768 119th Avenue

Maple Ridge, BC V2X 4L2



Connect with us!
mrpmcs.ca

· **F O U N D R Y** ·
WHERE WELLNESS TAKES SHAPE

#2 - 22932 Lougheed Hwy,
Maple Ridge, BC, V2X 2W2

Phone: 604-380-3133

Fax: 778-328-2258

Community Services Charitable Registration # 130917768 RR0001