



2017/2018

Annual Report





Message from the Board President and Executive Director

Have you ever tried to describe what community sounds like? Kiwassa Neighbourhood House. Whether it's the feet of summer camp, seniors' Luk Tong class, coffee conversations, children playing, clang of kitchen pots, or the nervous excitement of an employment workshop for newcomers - it's the hive of community. It's our buzz.

As our neighbourhood's place of connection, Kiwassa nurtures the growth of our community by creating opportunities for people across generations and cultures to find a sense of purpose and place. Its energy comes from the ways in which staff, volunteers, neighbours, and participants show up for one another. Their passion and connections help create a place for us all to find what we need, share what we have, and discover what we can accomplish together.

This is no small thing. The pressures and stress faced by people in our community are significant. The impact of poverty, social isolation, racism, and displacement are still felt by too many, too often. It's what makes our programs and services more relevant than ever before. Whether expanding affordable housing options and high-quality licensed child care, delivering low-barrier children and family programs, addressing employment and settlement needs of individuals and families with complex circumstances, connecting youth and seniors, or a full range of food security initiatives, we're engaging people and partners around systems and solutions that impact our ability to thrive.

We're proud to share some of the impact and learning from our work in 2017-2018. It's been a year of significant renewal for Kiwassa Neighbourhood House. The Board and staff have worked hard to initiate and support efforts that will help Kiwassa continue to be in a good position to grow and serve community. We're seeing good progress across the organization, from governance and administration, to our facilities and housing, to childcare and community programs, partnerships and engagement efforts.

We look forward to continuing to travel this path, to cultivate opportunities with people and partners to build a socially just, resilient, and connected community.

Stewart Anderson



President

Mark Gifford



Executive Director



Kiwassa Neighbourhood House

Kiwassa Neighbourhood House grows community in the vibrant Hastings-Sunrise and Grandview-Woodland neighbourhoods of East Vancouver, on the unceded territories of the Skwxwú7mesh (Squamish), Səlilwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəy̓əm (Musqueam) Nations.



For over 65 years, we have created a welcoming place where people can find a helping hand, a friendly face, services they need and opportunities to be connected and engaged in their community.

our vision

A thriving community where all people are valued, connected, and secure.

our mission

To cultivate opportunities with people and partners to build a socially just, resilient, and connected community.

our values

We live socially just
We live inclusively
We live respectfully
We live courageously
We live here

OUR IMPACT

Kiwassa's capacity to achieve community impact is made possible through the commitment, creativity, and generosity of our staff, volunteers, partners, and donors. We're proud to share some of our achievements and learning from 2017-2018.





Early Learning, Families & Childcare

Kiwassa provides high quality, licensed childcare at Variety Club Childcare, Harbourview Childcare, Hastings Park Childcare Centre and Longhouse Out Of School Care. Our Family Programs offer accessible services for parents and caregivers with young children, and help coordinate many of the Early Years efforts across the City.

- Provided planning, coordination and administrative support for East Vancouver family partnerships, including the Northeast Early Years Centre, Nobody's Perfect, Success By 6, and MCFD North Hub
- Expanded domestic violence prevention support through new funding from Ministry of Children and Family Development, and National Crime Prevention. We were able to provide outreach, one-to-one and group programs for women and men at Kiwassa, and help grow the capacity of Warriors Against Violence
- Completed renovation of Variety Club Childcare with support from Bosa Family Foundation
- Gained support from the City of Vancouver for 2018/19 renovations to Family Place that will create 18 new licensed after school spaces



Children & Preteens

Our before- and after-school, summer and spring break programs for school-age children offered a full range of arts, science, and physical activities to strengthen their social, emotional, physical, and academic development. We had great volunteers and partnerships to help us in this work, including the likes of UBC Engineering, Arts Umbrella, Music Box and Bosa Family Foundation. Our biggest lift came through a United Way of the Lower Mainland School's Out grant for The Nest, which is providing consistent, year-round access to out-of-school time activities and supports for 15-20 families.





Youth

Our youth programs include Settlement Services for newcomer youth, evening activities at Kiwassa, out-trips and weekly Templeton Pool drop-in programs. We worked closely with Frog Hollow Neighbourhood House, Hastings Community Centre, NICCS and the Youth Matters Coalition. Working with Ray-Cam and NICCSS, Roving Leaders continued to connect and engage young people with positive relationships and resources. We continued to provide space and support to the Vancouver School Board Kiwassa Education program, helping young people complete their graduation requirements in a community setting.

Love Letters, with support of Vancouver Foundation and the City of Vancouver, was a project led by local artist Corrina Keeling, connecting a group of youth in-and-from care with other community volunteers in an effort to explore meaning of community, and what neighbours love about our community. One hundred scrapbooks were put into circulation, inviting recipients to share a note or image of what they love about community, and pass it on. Young people identified quotes and themes, and working with Corrina, installed sidewalk chalk murals to map a love letter throughout the neighbourhood.



Housing

Pressure to find affordable rental housing in our neighbourhood remains high. Kiwassa housing includes 56 permanent family housing units in two buildings, May MacLean Place and Norah Davis Gardens; 44 of those units are subsidized housing for low income families. With many community members having a high need for affordable housing, our staff were busy helping individuals and families find suitable housing and connect to housing resources.

This past year, we were awarded more than \$1 million in funding from BC Housing for capital improvements that will be made to May MacLean and Norah Davis housing in 2018/19.





Food Security

This past year saw an increase in demand for food security programs, and new partnerships to help create better local food systems. In partnership with Greater Vancouver Food Bank, we host the Northeast food hub, where more than 5,200 families visited our hub over the year, benefiting from selecting healthy food options and purchasing low-cost fresh produce and vegetables. Saige Food Bank also offers a safe, low-barrier, bi-monthly food bank for all, with special focus on supporting Trans and non-binary folks facing hardship and hunger. We run workshops, coordinate a food rescue program diverting over 70,000 kgs of food from landfills each year, and connect residents to our employment, settlement, and child care programs as an integrated approach to addressing the conditions that make our community members vulnerable.

We also celebrate and connect our diverse community around food and have a weekly hot lunch program for our seniors, daily breakfast, snacks, and lunch for childcare and afterschool programs, and a multitude of workshops and classes that increase health and well-being for children and families.

Seniors

The Seniors Program at Kiwassa remained vibrant, friendly, and extremely busy throughout last year. ESL classes were over-capacity, dance and movement classes well attended, and loads of arts and crafts projects kept seniors humming. The multicultural seniors lunch on Fridays continues to be a popular event, providing seniors with a nutritious meal, health services and education, and friendship and celebration. Plus a pre-game meal of cards or mah jong.





Settlement Services

With support from Citizenship and Immigration Canada, hundreds of newcomers to Canada received effective, responsive settlement and integration services from Kiwassa settlement workers who speak more than 20 languages combined. Services included information and referral, group workshops, translation, employment support and family supports.

Employment Support Services

Kiwassa offers a full-range of employment support programs as part of the WorkBC Northeast Vancouver service team, led by MOSAIC. Building on more than 30 years of employment programs, our team provides workshops, one-to-one case management, and job development services for people with multiple barriers to employment.



Community Engagement



As well as being a place for people to find what they need, Kiwassa is a place where people can connect with others, and discover what they have to offer our community. Some of the ways this was expressed this past year included:

Neighbourhood Small Grants: With support from Vancouver Foundation and in partnership with Frog Hollow and Cedar Cottage Neighbourhood Houses, we continue to offer opportunities for residents to apply for small grants for community-building projects.

Volunteer Engagement: more than 220 volunteers helped us connect and support our community. Whether they joined us in running events, lending an extra hand in the kitchen, or supporting the smooth delivery of activities in the house, they are vital to our growth and sustainability. And we thank them for their continued support and leadership.

Roundhouse Radio - This Neighbourhood Life: In partnership with Hastings North Community Partners Group (HNCPG), Kiwassa received support from Vancouver Foundation and the City of Vancouver to develop a "neighbourhood radio residency" with Roundhouse Radio. The six-part series, broadcast live from six locations in the neighbourhood, heard a hundred interviews with community members on their work and connection to community. These interviews provided new insights on our community, the shifts it's experiencing and how it's impacting residents and businesses. Host Minelle Mahtani, Producer Anne Watson and Don Shafer worked closely with Kiwassa and our community partners to explore how life and learning happens in East Vancouver's Hastings-Sunrise neighbourhood, helping to highlight salient issues for community members. Among many accolades, the BC Association of Broadcasters honoured the series with its 2018 Community Service Award!



Governance & Operations

- Celebrated the 25th anniversary of Kiwassa Neighbourhood House being at our current location!
- Welcomed two new members, Alejandra Lopez Bravo and Kim Lu to the Board
- Launched new Kiwassa website and social media channels
- Strengthened financial health
- Completed our 2018-2022 draft Strategic Plan

Financial Results

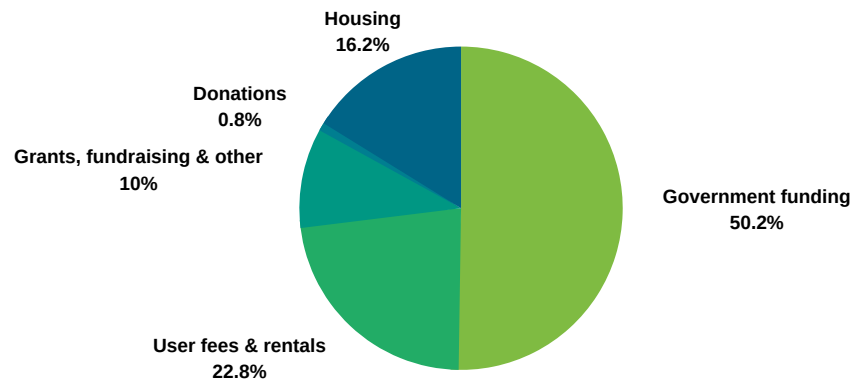
Kiwassa Neighbourhood Services Association

Summarized Consolidated Statement of Revenue and Expenses

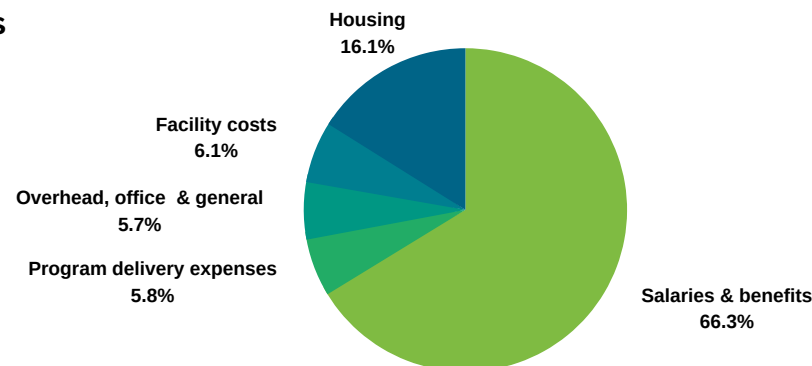
Year ending March 31

	2018	2017
Operating Revenue		
Government funding of programs	2,521,763	2,460,590
User fees and rentals	1,144,826	1,075,257
Housing	812,515	752,091
Grants, fundraising and other	500,168	452,997
Donations	40,520	16,341
	5,019,792	4,757,276
Operating Expenses		
Salaries and benefits	3,258,687	3,408,144
Housing	791,590	763,412
Facility Costs	302,180	245,747
Program delivery expenses	284,702	276,334
Overhead, office and general	280,902	292,853
	4,918,061	4,986,490
Excess of revenue over expenses	101,731.00	(229,214.00)

Revenue



Expenses





We Love Our Community

We love our community and are tenacious in ensuring it is thriving and full of opportunities for our residents. This plan opens the door and charts our pathways over the coming three years. We hope you join us in making our community a better place for us all.

Join Our Community

If you are interested in helping to bring our vision to life, please consider donating funds or joining us as a volunteer.

Donors like you help us find ways to ensure that people in our community are nourished, learning, employed, housed, playing, laughing, and connected to neighbours and people who care. For information about how to make a donation visit, kiwassa.ca/donate-today, or give us a call.

If you have time, amazing skills, and talents to volunteer let us know by phone, email, in person, or online at: kiwassa.ca/volunteer-opportunities.

We look forward to hearing from you!



Acknowledgements

Our work is made possible with the tireless commitment and dedication of staff, volunteers, and stakeholders across the community and province.



OUR FUNDERS

BC Gaming
BC Housing
Bosa Family Foundation
Breakfast Clubs of Canada
City of Vancouver
CLICK
Decoda Literacy Solutions
Government of Canada
Great Canadian Casinos – Hastings Racecourse
Ministry of Children and Family Development

Network of Inner City Community Services Society
President's Choice Children's Charity
Province of BC
Public Health Agency of Canada
Royal Bank of Canada
United Way of the Lower Mainland
Vancity
Vancouver Coastal Health
Vancouver Foundation
Walmart

OUR PARTNERS

Aboriginal Mother Centre Society
AMSSA
Arts Umbrella
BC Association of Neighbourhood Houses
BC Centre for Ability
BC Council for Families
Burnaby Neighbourhood House
CAPC Families Branching Out
Cedar Cottage Neighbourhood House
City Reach Care Society
Collingwood Neighbourhood House
Eastside Family Place
Fresh Prep
Frog Hollow Neighbourhood House
Gordon Neighbourhood House
Greater Vancouver Food Bank
Hastings Business Improvement Association
Hastings Community Association
Hastings Community Policing Centre
Hastings North Community Partners Group
Hastings Sunrise Community Food Network

Little Mountain Neighbourhood House
Nobody's Perfect Consortium
Pacific Immigrant Resources Society
Parent Support Services
Saige Community Food Bank
Terra Breads
Thunderbird Community Centre
University of British Columbia – Geering Up
Uprising Breads Bakery
Vancouver Aboriginal Child & Family Services Society
Vancouver Aboriginal Supported Child Development
Vancouver Coastal Health
Vancouver Early Years Partnership
Vancouver Eastside Educational Enrichment Society
Vancouver Native Health Society
Vancouver Public Library
Vancouver School Board
Van-Whole Produce
Warriors Against Violence
Westcoast Family Resources Society

Board of Directors

Stewart Anderson, President
Barbara Wood, Vice-President
Shirin Moshirfatemi, Treasurer
Ray Wargo, At-large

Linda Shuto, At-large
Alison Parker, At-large
Alejandra Lopez-Bravo, At-large
Kim Lu, At-large

