

2023-2024

# Annual Impact

*Report*

TURNING  
POINTS  
COLLABORATIVE  
[www.turningpoints.ngo](http://www.turningpoints.ngo)

EVERY ACT OF SERVICE HAS AN

*Impact*



# Our Commitment

*To care*

While we have started to see inflation rates stabilize, the impacts from a continued rise in the cost of living has meant our services are more in demand than ever before. To respond to the growing need for affordable housing, Turning Points added two affordable housing complexes to our portfolio of housing options this year.

We also expanded our shelter diversion programs into Vernon and Kelowna to assist people to find housing in communities where they have their best supports.

The financial and social support of the communities we serve has been incredibly valuable as we work on expanding our residential treatment beds and affordable housing stock. Our most precious resource as an organization continues to be the staff who put their hearts, and skills, into assisting people to thrive. Thank you to our Board of Directors who continue to support our expansion efforts and to guide our policies that allow us to do the work in the most ethical and financially efficient ways possible.



Randene Weir  
CEO

What a year! The expansion has continued, but at a slower pace, which has allowed the organization to focus on streamlining operations and on internal strengthening. While societal challenges faced by our clientele continue, the society has responded with the same care and compassion they have always exemplified. New initiatives rolled out this year have done a tremendous job at diverting people from entering shelters and cycling into homelessness. Unfortunately, housing insecurity and addiction remain ongoing issues throughout the population, leaving no age unaffected.

All of this work could not be done without the work of our great staff, leadership team, and CEO. On behalf of the board, we truly thank you for your work. The lives you affect are not only those of individual clients, but of all of those who love and care for them. Our entire community benefits from your work.



Kevin Robertson  
Board President

# Our Continuum *of care*

## OUTREACH

Our outreach programs support individuals and families to achieve long-term housing security through shelter diversion, case management, street outreach, and rent supplement support and administration.

## SHELTER

Our shelter services provide temporary housing with access to case planning, referrals, laundry, showers, and meal services 24 hours a day, 7 days a week. We also provide a successful rapid re-housing program.

## HOUSING

Our housing programs include several supportive and affordable housing sites throughout Enderby, Vernon, Kelowna, and West Kelowna. We also work with local landlords through scattered sites.

## ADDICTIONS RECOVERY

Bill's Place and Haven Place is a sober-living recovery community which provides programming and structure for residents to grow in their sobriety and personal recovery.

## EMPLOYMENT SERVICES

Our employment services programming is a partnership with Community Futures of the North Okanagan. Together we deliver WorkBC employment services to clients who are facing multiple barriers to employment.

633

UNITS and  
BED SPACES

21

SITES and  
PROGRAMS

16

NON-RESIDENT  
PROGRAMS

# Outreach

*in Kelowna*

Our new Shelter Diversion Hub in Vernon, Kelowna and West Kelowna provides a critical first point of contact with individuals and families who have lost their housing and are at risk of entering the over-burdened shelter system. In conjunction with our existing outreach programming, and a new rent supplement program, **hundreds of individuals in our communities have avoided entrenchment into homelessness.**

**SHELTER HUB** ★ *new program Aug 2023*  
486 individuals connected with Shelter Hub staff  
297 returned for case management  
29 individuals diverted home or re-connected with natural supports



## **HOMELESS OUTREACH & PREVENTION PROGRAMS**

132 individuals received supplements  
316 individuals received referrals & assistance navigating resources

## **RENT SUPPLEMENT PROGRAMS** ★ *new program Apr 2023*

63 individuals received The Canadian British Columbia Housing Benefit and Supported Rent Supplement

## **CAMMY LAFLEUR STREET CLINIC AND OUTREACH**

6,080 client interactions  
92,000 individual harm reduction supplies provided

# Shelter

*in Kelowna*

## **205 SHELTER SPACES**

60 spaces at Vernon Shelter, Vernon  
51 spaces at Richter Shelter, Kelowna  
38 spaces Bartley Rd Shelter, West Kelowna  
26 spaces at Our Place, Vernon  
30 spaces at Rapid Re-Housing, West Kelowna

A circular graphic with a white background and a blue border. Inside the circle, the number '60+' is written in a large, blue, sans-serif font. Below the number, the words 'PEOPLE PER YEAR' are written in a smaller, blue, sans-serif font.

**60+**

**PEOPLE PER YEAR**

**TRANSITIONED  
TO LONG-TERM  
HOUSING THROUGH  
RAPID RE-HOUSING  
PROGRAM**



# Housing

*in review*

To strengthen our housing continuum, the society kept a strong focus on increasing affordable housing. To meet the growing need, this year we **added 70 new units** and continue to develop other projects throughout the Okanagan.



## 133 SUPPORTIVE HOUSING UNITS

- 52 at The Crossings, Vernon
- 52 at My Place, Vernon
- 29 at The Polson, Vernon

## 268 AFFORDABLE HOUSING UNITS

- 39 at Blair Apartments, Vernon
- 10 at Cedar Park, Enderby
- 40 at The Village, Kelowna ★
- 19 at Hillside Apartments, Enderby
- 64 at the Motel Program, Vernon
- 24 at Pioneer Place, Enderby
- 42 at Pivot Houses, Vernon
- 30 at Lions Manor, West Kelowna ★

*Impact*

*Our outreach team met Joe (pseudonym) living rough and in deep addiction. He accessed our shelter, and connected with our substance use navigator. Joe eventually went to treatment and successfully completed the program. With sobriety and a safe place to live in our motel program, he was able to secure employment and reunite with his family. He now accesses the rent supplement program and lives in permanent affordable housing with his wife and daughter.*

**SENIORS & FAMILIES  
ARE THE FASTEST  
GROWING GROUPS AT  
RISK OF HOMELESSNESS  
IN OUR COMMUNITIES**

**'THE VILLAGE' AFFORDABLE  
HOUSING, KELOWNA**



# Addictions Recovery

*in review*

Our Addictions Recovery programs create life-changing successes. But with 350 referrals, 250 applications, and capacity for just 54 intakes this year, the need for more resources is clear. This year we received external funding through CMHA which allowed us to expand our staff, our second stage programming, aftercare, and outreach. We also purchased a 10 passenger van for client outings and transportation, and renovated our common space thanks to a \$75,000 RONA Foundation grant. Capacity expansion plans are underway.

## 27 SPACES

19 Spaces at Bill's Place, Primary Recovery  
8 Spaces at Haven Place, Second Stage Recovery  
38 Attendees of AWARE, Support Program

*Impact*

*"I'm Brian. It's been over 3,700 days since I started turning my life around from addiction at Bill's Place. I went from struggling to walk down the street to walking full marathons. Now, I'm taking on the Appalachian Trail's 3,500km, not to set speed records, but to embrace and share the powerful lessons I've learned about recovery, unity, and the incredible strength we find in nature.*

*My son will be 29 in November. When he was born, it was pretty chaotic. His delivery room was full of stress and pain for 12 hours. A doctor came in and told me to leave so they could give his mother an epidural. I came back 10 minutes later and the room was totally peaceful. I experienced that quick turnaround from chaos to peace when I was taken to Bill's Place. I thought I'd died and gone to heaven."*

OVERDOSE DEATHS  
IN BC HAVE INCREASED

60%

SINCE 2016

SUCCESS RATE

3x

HIGHER THAN  
NATIONAL  
AVERAGE



# Employment Services

*in review*

22 people started employment

17 people reach 52 weeks of sustainable employment

7 disability related employment needs assessments

## Other Programs

*in our continuum*

Health Navigator Outreach

Micro Loan Program

Centre for Community Collaboration

Gateway Support Services

Howard Industries

*Impact* ✓

*Billy was a gem. Over the years our staff grew very fond of his cheeky sense of humour and his earnest desire to make things right. Billy spent time in many of our programs, from shelter to supportive housing and eventually affordable housing. In each stage, he worked hard to find peace and balance, and to reconnect with his family.*

*Billy's addiction saw him seek treatment at Bill's Place, but when his daughter Marie lost her own battle earlier this year, the twinkle in his eye seemed to fade. As organ failure took hold, our staff worked closely with Billy to manage his medical needs, appointments, finances, POA, and belongings. They even made sure he had a daily scoop of ice cream. His dying wish was to ensure his taxes were paid and that the Turning Points staff knew how much he valued them.*

*When Billy passed in May, he was surrounded by people who loved him. He left a legacy of understanding for all of us at Turning Points; when done with compassion and understanding, **every act of service throughout our continuum has a profound and lasting impact.***



**'MEMORIAL GARDEN' IN VERNON SUPPORTIVE HOUSING**

# The Year

*in review*

This past year saw further expansion of Turning Points' sites and services throughout the Okanagan. This growth is important for us to meet the diverse and growing housing needs of our community. We also continue to enhance our existing continuum of care, expand our community education and awareness, and diversify our revenue streams.



Our four year strategic plan, adopted in 2022, continues to guide our path forward.

*Goal*

*Highlights*

## Support Community Housing Strategies

- Added 70 units of Affordable Housing
- Added Shelter Hub program
- Added new rent supplement programs
- Developing affordable housing projects in Summerland and Kelowna

## Expand Community Education & Awareness

- Created Anti-Stigma campaign called "You are not Stronger than Toxic Drugs"
- Created multiple training videos
- Ongoing advocacy at all government levels

## Diversify Revenue Stream

- Hired Fund Development Coordinator
- Several successful funding and RFP submissions totalling \$12 million

## Growth Management

- Created mentorship and cross-training opportunities for key staff
- Developed and rolled out Holistic Harm Reduction training

## Enhance Continuum of Care

- Renovated and expanded kitchen facilities in three shelters
- Increased training in program delivery
- Added Indigenous Consultant position to oversee cultural safety training





'THE CROSSINGS' & 'MY PLACE'  
SUPPORTIVE HOUSING

# Impact

**Reduced**

**shelter dependency** through Shelter Diversion HUB. Our goal is to expand our operations and increase the success rate by 15% next year.

**Expanded**

staffing, second stage programming, aftercare, and outreach for **addictions treatment**. Plans to increase capacity on site are underway.

**70**

**Affordable Housing units added** to our portfolio this year for seniors, individuals and families. Additional projects are in development in Summerland and Kelowna.

**195**

**individuals and families** supported through **Rent Supplement Programs**. These are crucial resources which allow clients to secure and maintain housing stability.

**60+**

people a year transitioned into **long-term housing** through our West Kelowna Rapid Re-housing program. This program model will move to Trailside Transitional Housing, opening spring 2024 in Kelowna for seniors and people with disabilities.

**Identified**

**service gaps in our communities and provided solutions** such as the Warming Bus program in Vernon, the Hospital Discharge Committee in Kelowna, and coordinating on-site hearing clinics for shelter clients.

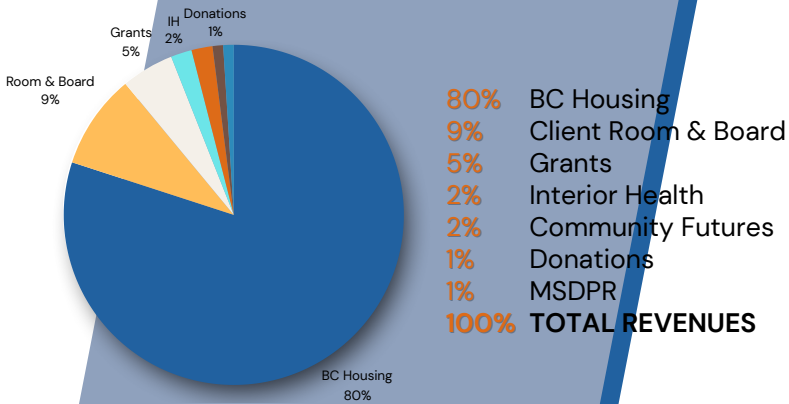
# Finances

*in review*

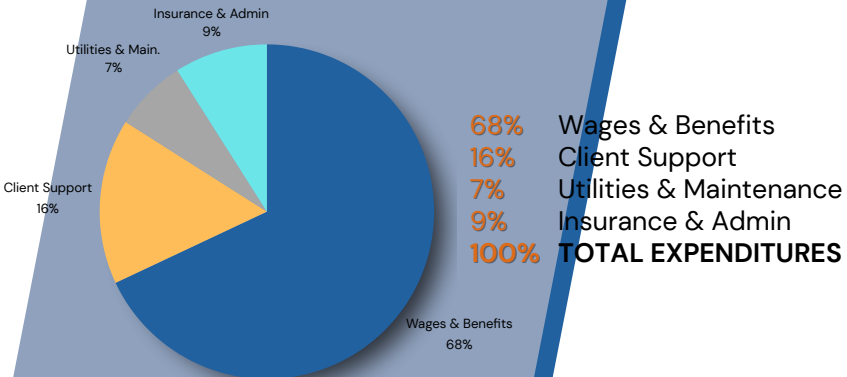
Turning Points Collaborative Society continued to experience growth in 2023/24 with **revenues increasing 12%** over the prior fiscal year. This was due to a full year of operation for The Crossings, a new supportive housing building in Vernon. The society also added The Village, an affordable housing complex in Kelowna, and saw a significant increase in rent supplements for the region we serve.

The Society received funds from several different sources and allocated them per the graphs below.

## REVENUES



## EXPENDITURES



# Committees

*in review*

## **Boards:**

Downtown Vernon Association  
Provincial BC Addiction Recovery Association  
Social Planning Council of North Okanagan

## **Provincial Committees:**

Nonprofit Service Providers Coalition  
Emergency Management and Climate readiness

## **Vernon:**

Adaptive Therapeutic Community Committee  
Chamber of Commerce – Community Advisory Committee  
Emergency Food Action Network  
IH/TPCS Collaborative Meeting  
IH/Shelter Providers Coalition  
HART  
Not for Profit Housing Action Team  
Partners in Action  
Regional Advisory Committee – Okanagan College  
Sexual Assault Services Committee  
COOL Team  
Domestic Violence in Relationships  
Hospital Discharge Team  
Kalamalka Rotary  
Nexus Roundtable for Seniors Services Supports  
Pacific Aids Network  
Vernon Coordinated Access & Assessment

## **Kelowna/West Kelowna:**

IH/Shelter Providers Coalition  
Social Services Imminent Response Task Force  
Hospital Discharge Team  
Kelowna Coordinated Access & Assessment  
Coordinated Outreach Circle  
Westside Focus Group – PIT count and case management for folks outside  
Shelter Flow Committee  
Shelter CAA  
WK Ending Homelessness

## **Enderby:**

Inter-Agency Group

# TURNING POINTS

COLLABORATIVE

Building Community; Strengthening People

## *Our Mission*

To achieve safe and sustainable housing in our communities by providing a continuum of housing, promoting health, and offering community outreach, employment and addiction services.



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