TURNING POINTS COLLABORATIVE SOCIETY
Organizational Update: Programs, Outcomes and Accountability – OCTOBER 2026

At Turning Points Collaborative Society, we are committed to transparency, accountability, and continuous improvement. This Organizational Update shares data and trends from 2024 through 2026 year-to-date, offering insight into our programs, outcomes, and ongoing challenges. While it does not provide a complete picture of all our programs and services, it reflects the information we have available at this time and our ongoing efforts to improve how we measure and report on our work.

We publish an annual Impact Report, available on our website, documenting our programs, outcomes, successes, and ongoing challenges. *Find our 2025–26 Impact Report at* https://turningpoints.ngo/who-we-are/annual-reports

Notes on Data and Reporting

- ***Privacy and Consent:*** *Collection of client and tenant information is completed with methodologies that protect individual privacy, consent, and dignity.*
- ***Historical Data:*** *A new case management system was implemented in late 2025 to better measure outcomes and identify service gaps. Earlier data remains available but requires manual compilation.*
- ***Supportive Housing Definition:*** *BC Housing defines supportive housing as subsidized, long-term housing with on-site support services for low-income adults, seniors, and people with disabilities who are experiencing or at risk of homelessness.*

1. Program Outcomes – Shelter Hub and Shelter Diversion:

Turning Points Collaborative Society partners on the Shelter Hub in Vernon, Kelowna and West Kelowna – which provides early intervention and practical support to people facing housing instability, helping prevent homelessness before it occurs. This is a highly successful program that we hope to expand further.

Report Period	Instances of Support	Successful Diversions	Housing Loss Prevention	Housed (newly added stat)
Apr 1 – Jun 30, 2024	160	17	5	N/A
Jul 1 – Sep 30, 2024	347	21	3	N/A
Oct 1 – Dec 31, 2024	221	8	12	N/A
Jan 1 – Mar 31, 2025	511	39	21	N/A
Apr 1 – Jun 30, 2025	592	29	18	N/A
Jul 1 – Sep 30, 2025	454	18	17	N/A
Oct 1 – Dec 31, 2025	538	28	6	17
Jan 1 – Mar 31, 2026	761	15	40	33
Apr 1- June 30, 2026	440	7	11	9
July 1-Sept 30, 2026	328	9	37	16
TOTAL	**4,352**	**191**	**170**	**75**

2. Housing Programs – Length of Stay and Client Movement

Program/Site – Shelter/Supportive Housing/Transitional Housing	Avg length of stay	Total inflows Jan-Oct 2026	Total Outflows Jan-Oct 2026
Bartley Court	19	534	537
Crossings (Supportive)	649	31	31
My Place (Supportive)	1407	13	31
Our Place (Shelter)	75	159	162
Richter Street (Shelter)	80	347	354
The Willows (Supportive since 2026)	177	73	19
Trailside (Transitional)	256	55	50
Vernon (Shelter)	27	746	763

3. Bill's Place Addiction Recovery – Program Outcomes and Expansion

Bill's Place Addiction Recovery provides residential treatment and recovery support for individuals experiencing substance use challenges. Demand for the program continues to exceed available capacity, reinforcing the need for additional treatment and recovery spaces. The following data covers January 2024 through 2026 year to date and highlights program demand, treatment outcomes, and plans for expansion.

- 19 primary care beds - full
- 8 second stage recovery beds - full
- 560 applications/referrals received over the past three years.
- 117 clients admitted to the program during that period.
- 83 clients reported in a post-treatment survey conducted for CMHA that they had achieved their personal treatment goals.
- 77 of the 117 clients (66%) were reported to be maintaining sobriety at the time of the update.
- 4–6 months: Average program waitlist.
- 36 clients have completed the program so far in 2026.
- Expansion Plans – Capital Campaign to build 36 additional treatment beds
- Provincial support: CMHA's Provincial Project Lead has provided a letter committing financial support for the expansion, citing Bill's Place's track record and reputation across British Columbia's addiction treatment sector.

4. Client Deaths at Supportive Housing Sites and Suspected Drug Poisonings

The loss of any person in our care is deeply felt by our staff and organization. We recognize the importance of transparently reporting deaths across our programs while respecting the dignity and privacy of those who have died. The figures below include suspected drug poisonings; official causes of death are determined by the BC Coroners Service.

- 2024: 3 deaths (0 suspected drug poisonings)
- 2025: 1 death (0 suspected drug poisonings)
- 2026 (YTD): 0 death (0 suspected drug poisonings)

5. Staff Safety and Well-being

Our employees work in exceptionally challenging environments, and their safety, training, and mental health remain priorities. We have taken steps to strengthen leadership, workplace practices, and operational supports, particularly within our supportive housing programs. While the data suggests that turnover and workplace incidents are on the decline, staff safety and well-being is always a top priority. We continue to investigate any workplace incidents and identify opportunities for improvements.

WorkSafeBC Claims

- 2024: 23 claims
- 2025: 14 claims
- 2026 (YTD): 7 claims

Staff Turnover

- 2024: 25.5% (52 employee separations; 204 employees)
- 2025: Data unavailable due to changes in health-sector reporting and employer associations.
- 2026 (YTD): 14.3% (35 employee separations; 245 employees)

Staff Leaves

- 2024: 51 leaves (7 mental health-related, 0 physical assault or serious injury related)
- 2025: 34 leaves (5 mental health-related, 0 physical assault or serious injury related)
- 2026 (YTD): 19 leaves (4 mental health-related, 0 physical assault or serious injury related)

6. Organizational Accountability:

Turning Points undergoes annual financial audits and operational audits conducted by BC Housing every three years. Our publicly available financial statements provide insight into our financial accountability, while the findings of our operational audits are held by the Province of British Columbia

Our 2025–26 Financial Statements are available at https://turningpoints.ngo/who-we-are/annual-reports

This year, we began implementing a new four-year strategic plan with key performance indicators designed to strengthen accountability and measure meaningful outcomes, not simply the volume of services delivered. Our plan through 2030 includes expanding and protecting housing capacity, strengthening integrated service outcomes, building financial resilience, stabilizing and developing our workforce, and deepening community trust and advocacy. See our recent Impact Report for more information.

We have also undertaken an independent organizational review, initiated this spring at our own expense, to identify opportunities to improve operational effectiveness and workplace culture. We expect that review to conclude in the coming months.