



# 2024 - 2025 ANNUAL REPORT

The Prince Albert &  
District Community  
Service Centre



**CSC**

Community Service Centre

# **LAND ACKNOWLEDGMENT**

We respectfully acknowledge that the Prince Albert and District Community Service Centre operates on Treaty 6 Territory, the traditional lands of the Cree and Dakota peoples, and the homeland of the Métis Nation.

We recognize and honour the enduring relationship between Indigenous Peoples and this land. As beneficiaries of this peace and friendship treaty, we are committed to walking the path of reconciliation.

We reaffirm our responsibility to build respectful partnerships, listen and learn from Indigenous communities, and ensure our services reflect the principles of equity, dignity, and inclusion for all.

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## VISION



A community where all citizens of Prince Albert are active participants in every aspect of life.

## MISSION

We deliver services that promote independence, enhance quality of life, and meet the diverse needs of individuals and the broader community.



## VALUES

- **Inclusion** – We create spaces and services that welcome everyone.
- **Accessibility** – We remove barriers to ensure equal participation.
- **Accountability** – We take ownership of our actions and results.
- **Collaboration** – We build partnerships that strengthen outcomes.
- **Environmental Stewardship** – We operate sustainably for future generations.





# MESSAGE FROM THE CHAIRPERSON

## Chairperson's Year-End Report

*For the Year Ending March 31, 2025*

It is my privilege to present this report to the membership of the Community Service Centre on behalf of the Board of Directors for the year ending March 31, 2025.

I would like to begin by expressing my sincere gratitude to my fellow Board members for their dedication, contributions, and committed support throughout what has been a particularly active and meaningful year.

This year marked a significant transition for our Centre as we bid farewell to Bill Powalinsky, who served as our CEO for nearly a decade. Bill's leadership and vision have had a lasting impact on our organization and our community. While it was not easy to see him go, we are immensely proud of his new role in leading our city and wish him every success in this new chapter.

Following a thorough search process, we were pleased to appoint Mark Krayetski as our new CEO. Mark brings both experience and a deep understanding of the Centre's operations, having previously served as one of our counsellors. We look forward to working closely with him as we continue to build on our mission.

The Board also experienced changes this year. We said goodbye to Janice Jacques, a long-serving and valued board member, and welcomed Wayne Nogier and Ting Marshall to the team. I would also like to thank Kenzie Kjargaard for stepping into the role of Vice-Chair. Strong governance, responsible leadership, a clear vision, and a dedicated staff are the cornerstones of our success and the Community Service Centre continues to exemplify these qualities.

Our Two Miles for Mary campaign saw growth this year, with increasing support from the business community and greater public engagement. We were excited to bring back our Radiothon Pancake Breakfast, which helped introduce new donors to our cause. The Seniors Transportation program remains a cornerstone of our services, and we are deeply grateful to the community for their ongoing support. Special thanks go to CKBI 900, part of the Pattison Media group, for serving as the media anchor for this annual event. Most of all, thank you to our generous donors — your commitment keeps the wheels turning and the gas tank full.

To our dedicated staff and management team: thank you. Your unwavering commitment to excellence in service delivery, paired with compassion and empathy, defines who we are as an organization. The positive impact on our participants' lives is evident through their stories and testimonials in this annual report, which reflect your deep alignment with our Vision, Mission, and Values. The Centre's reputation for fostering a participant-first culture is a direct result of your welcoming and inclusive approach.

It has truly been an honour to serve as Chairperson of the Board during this past term. I am proud of all that we have accomplished together and look forward to the continued success of the Centre in the years ahead.

With appreciation,

**Gloria Mahussier**

Chairperson, Board of Directors

Prince Albert & District Community Service Centre



# MESSAGE FROM THE CEO

This past year marked the beginning of a new chapter, for both the Centre and myself. I stepped into the role of Chief Executive Officer with gratitude, grounded in a journey that began years ago from within this very organization. It's a rare privilege to lead a place I've grown through, learned from, and remained committed to at every stage.

In my first year as CEO, my focus was clear: listen carefully, act intentionally, and reinforce what already makes this Centre exceptional, its people. From the frontline teams to the leadership group, each person continues to bring purpose and skill to work that directly impacts lives in our community.

We made strides across the board. Operationally, we've refined internal systems, invested in infrastructure, and introduced new ways of working that better support both staff and clients. Programmatically, each department has continued to adapt and respond to complex and evolving needs with professionalism and care. What ties it all together is a culture that remains client-first, practical in approach, and forward-facing in mindset.

We don't define success by size, but by substance. The kind of success we're focused on is measured in improved outcomes for those we serve, the growth of our internal teams, and the sustainability of services that our community relies on.

As we look to the future, I see opportunity—across every department, at every level. Opportunity to sharpen what we do well, to work more seamlessly together, and to deepen the trust our community has placed in us. I believe that when we stay committed to listening, to learning, and to working alongside one another, we make progress that lasts.

Thank you to our Board of Directors for their support and stewardship. Thank you to our staff, whose daily commitment brings our mission to life. And thank you to our funders and community partners for continuing to believe in our work.

I'm proud of what we've done together and even more energized by what's ahead.

**Mark Krayetski**

Chief Executive Officer

Prince Albert & District Community Service Centre



# ORGANIZATIONAL SNAPSHOT

## 2024-2025

### Who We Are

Founded in 1969, the Prince Albert and District Community Service Centre has evolved into a dynamic, people-first organization serving the city and surrounding region. We are rooted in a legacy of inclusion and innovation, with a strong focus on enabling independence and improving quality of life.

We deliver programs that connect people to **employment, community, and opportunity**—with an emphasis on removing barriers and fostering growth.

- **Staff:** 30+ dedicated professionals
- **Service Area:** Prince Albert and surrounding RMs
- **Governed by:** A volunteer Board of Directors (8–11 members)
- **Service Pillars:**
  - **Employment Services**
  - **Transportation & Access**
  - **Community-Based Recycling & Inclusion (SARCAN)**



### What We Do

Program Area	Primary Focus
Employment Services	Supported employment, individualized job search, and workplace matching
Experienced Worker Program	Job readiness and upskilling for individuals aged 55+
Enhanced Career Bridging	Skill-building and career exploration for job seekers
Budget Counselling	Promoting financial stability for individuals and families
Transportation Services	Accessible rides for seniors and persons with disabilities
SARCAN Depot Operations	Community recycling and inclusive employment through Pine Industries

# ORGANIZATIONAL SNAPSHOT (CONTINUED)

## KEY NUMBERS (2024-2025)

- **35,000+** transportation rides delivered (Access & Seniors)
- **4.1 million+** dollars returned through SARCAN beverage container refunds
- **100+** monthly clients supported through Budget Counselling
- **Over 3 million** containers diverted from landfills

## 2024–2025 THEMES

- Strengthening operational infrastructure and modernizing systems
- Supporting staff growth, development, and leadership
- Deepening accessibility and equity across all services
- Expanding local partnerships and integrated service delivery

## Our Funders and Partners

- Ministry of Immigration and Career Training
- Ministry of Social Services
- City of Prince Albert
- SARCAN
- Sask Polytechnic
- Pattison Media
- Lake Country Co-op



# HIGHLIGHTS FROM DEPARTMENTS & PROGRAMS

- **Budget Counselling:** Increased clientele, expanded reach and electronic funds improvements.
- **Employment Services:** Exceeded targets; stronger links with Sask Polytechnic and local schools.
- **Transportation Services:** New city agreement, ridership has increased, bus ad revenue initiative.
- **SARCAN:** \$4.1M payout, infrastructure upgrades, inclusive hiring initiative.



# BUDGET COUNSELLING PROGRAM



The goals of budget counselling are to enhance the quality of life for participants in need of money management. Clients often lack the skills to budget and prioritize for the necessities such as shelter and utilities. Budget counselling responsibilities ensure participants' safety and security by making direct payments for shelter and utilities. The remaining funds are distributed throughout the month to the clients. This distribution allows the client to be responsible for groceries, personal hygiene and/or saving for housing items.

Referrals from the Ministry of Social Services include challenging clientele that have no financial understanding that may affect their ability to make wise money choices. We often have clients with financial fraudulent activity, and we try to enhance the quality of life for individuals by offering alternative options or viable solutions.

A large part of Budget Counselling is financial crisis management. Participants quite often see this program as a lifeline for them, coming here when they are looking for some guidance and support. Daily we experience clients in mental health crisis and financial emergencies. We work in partnership with the mental health outreach PACT team, Stepping Stones shelter, YWCA supportive housing, Parole Officers, and the Ministry of Social Services mobile worker.

In the past year, Mark was able to improve communication with the Ministry by securing direct SAID contact in Regina for low contact clients. The improved contact with a Ministry mobile worker allows clients to interact on a regular basis and assist us when the crisis is occurring and immediate ministry assistance is needed. Also, we have established regular meetings with client stakeholders.

Budget Counselling now receives SAID funding in a more timely manner, with SIS funding deposited electronically for improved efficiency. We are hopeful that we will be able to serve our clients soon with Electronic Funds Transfer (EFT).

Successfully, Budget Counselling has assisted clients from evictions with the Office of Residential Tenancies, appealed housing applications, paid off thousands of dollars in rent and utility arrears, SGI arrears, negotiated utilities from disconnection, and housed clients. Budget counselling often can be the voice for those who may not have the skills to speak for themselves

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## BUDGET COUNSELLORS

Lindsay Urquhart  
Karen Haubrich

# EMPLOYMENT SERVICES



## EMPLOYMENT SERVICES ANNUAL REPORT 2024-2025

*The Prince Albert Community Service Centre (PACSC) has demonstrated a strong commitment to community engagement and strategic partnerships throughout 2024–2025. A core focus has been outreach and support for job seekers, particularly those facing significant barriers to employment.*

*Community engagement initiatives have included active participation in local job fairs and targeted outreach to First Nation communities. These efforts have not only raised awareness of PACSC's services but have also increased foot traffic and inquiries through social media campaigns. A notable success has been the recurring collaboration with the Métis Addictions Council of Saskatchewan Inc. (MACSI), where PACSC provides on-site resume workshops. Approximately 70% of MACSI clients who complete treatment continue to access PACSC's services, indicating the program's effectiveness in supporting sustained workforce readiness.*

*Additionally, PACSC has introduced and maintained several innovative educational offerings, including basic computer literacy and smart device training classes. These services address digital barriers commonly faced by clients and support broader inclusion efforts.*

*Key business partnerships have also advanced employment outcomes. The partnership with Athabasca Catering Ltd. facilitated multiple pre-employment training sessions, resulting in the employment of six participants from the most recent intake. The collaboration model—combining PACSC's client intake and administrative support with ACLP's specialized training—has proven highly effective.*

# EMPLOYMENT SERVICES (CONTINUED)



*Further, the Centre has actively engaged local businesses in developing work assessment placements. These interactions allow businesses to directly observe PACSC's role in preparing job seekers, resulting in increased willingness to offer hands-on training opportunities.*

*The Centre has embarked on an increased social media campaign which also appears to be providing broader information about the services and supports offered by the PACSC.*

*The creation of a Team Lead in addition to the hiring of two additional vocational counsellors further strengthens PACSC's capacity to support clients.*

*Through proactive outreach, inclusive programming, and purposeful business collaborations, PACSC continues to play a critical role in building a stronger, more resilient workforce in Prince Albert and surrounding communities.*





# TRANSPORTATION SERVICES

## ACCESS TRANSIT & SENIORS TRANSPORTATION

Transportation remains a cornerstone of independence for many Prince Albert residents. Whether it's getting to appointments, accessing services, or staying socially connected, our transit programs continue to make everyday life more manageable for those facing mobility barriers.

From April 1, 2024, to March 31, 2025, a total of 35,396 rides were delivered through our transportation services:

- Access Transit accounted for 29,084 rides, offering door-to-door service for individuals with physical or cognitive barriers.
- Seniors Transportation provided the remaining 6,312 rides, helping older adults maintain their independence and engage with the community.

Demand remained steady throughout the year, and our team continued to adapt routes, scheduling, and vehicle use to meet rider needs efficiently. Even as we navigated maintenance and resource pressures, service reliability remained a priority.

We extend sincere thanks to our drivers, dispatch team, and support staff. Their care, patience, and professionalism ensure that our services remain safe, welcoming, and dependable day in and day out.



# **PINE INDUSTRIES & SARCAN RECYCLING**

## **2024-2025 OVERVIEW**

### **Organizational Structure and History**

Pine Industries Marketing Ltd., a not-for-profit limited corporation owned and operated by the Prince Albert Community Service Centre (CSC), has a longstanding history of creating employment opportunities for low-income individuals through various ventures, including housing renovation, camper construction, and mixed farming operations. While these specific ventures are no longer active, Pine Industries continues to fulfill its mission through the operation of SARCAN Recycling depots.

In 1988, when the Saskatchewan Association of Rehabilitation Centres (SARC) expanded its recycling operations across the province, Pine Industries was selected as the depot operator for the city of Prince Albert. Today, Pine Industries manages two SARCAN depots in Prince Albert, providing essential recycling services and employment opportunities to the community.

### **Employment Creation**

SARCAN's operations in Prince Albert employ over 45 individuals, contributing significantly to local employment. Pine Industries supports the CSC's Work Preparation program by funding work assessments, facilitating the development of job skills and readiness among participants.

### **Economic Development**

This year, SARCAN anticipates processing over 3 million beverage containers, returning more than \$4.1 million in deposit refunds to the community. These activities not only inject substantial funds into the local economy but also encourage sustainable practices among residents.

# PINE INDUSTRIES & SARCAN RECYCLING (CONTINUED)

## Environmental Protection

Through its recycling efforts, SARCAN diverts millions of containers from landfills annually. Additionally, the depots handle thousands of pounds of electronic waste, household glass, batteries, and recycled paint, further reducing environmental impact and promoting resource conservation.

## Operational Enhancements

This past year saw continued growth at both depot locations, with the Express Depot in particular quickly outgrowing its current space. Increased summer volumes, improved efficiency, and strong uptake of the Drop & Go program have all contributed to high demand across the city. While we continue to work within our current infrastructure, we remain committed to exploring practical ways to meet the needs of our community as service volumes increase.

## Acknowledgments

We extend our sincere appreciation to Shawna and Napoleon, our dedicated depot supervisors, and to their hardworking teams. Their professionalism, leadership, and commitment are instrumental in fulfilling our mission: *“Providing services that promote independence and enhance the quality of life to meet individual and community needs.”*



# SPECIAL INITIATIVES



## INNOVATIVE PROJECTS THAT STRENGTHEN OUR IMPACT

*This past year, we've taken on several special initiatives that go beyond our core programs—designed to respond to emerging community needs, pilot new ideas, and strengthen long-term sustainability. These initiatives reflect our commitment to continuous growth, collaboration, and creating meaningful opportunities for the people we serve.*

*A key focus has been increasing our presence in the community through participation in street fairs, expos, career fairs and building relationships with employers—making those connections, and raising awareness about our programs and services. These efforts help lay the foundation for a more connected and impactful future!*

### KEY PROJECTS THAT HELPED US MOVE OUR MISSION FORWARD:

- Passport to Employment redesign
- Website redevelopment
- Online donations for Two Miles for Mary through CanadaHelps
- Social enterprise planning (Edwards School of Business)
- Public-facing signage and event banners designed to boost engagement and promote our programs
- Added portable Wi-Fi capabilities to support VR experiences at community events and off-site outreach



# RISK & RESILIENCE SNAPSHOT

## Staffing, Culture & Succession

Staffing stability is key to service delivery. This year, we focused on building a resilient workforce through internal promotions, flexible scheduling, and improved communication between departments. Succession planning was prioritized in both the administrative and SARCAN teams.

### Highlights:

- Successfully navigated retirement transitions and internal role changes
- Strengthened dispatch and front-line support through cross-training
- Increased staff morale and retention through targeted engagement efforts

## Contract & Funding Stability

Changes in provincial program requirements and funding models always carry risk. However, our track record of compliance, performance, and communication with funders enabled us to secure two new long-term contracts—each with province-wide reach.



### Our Advantage:

- Proven reliability with Ministry partners
- Clear documentation and outcomes reporting
- Nimble adjustments to staffing and program models

## Technology & Modernization

Legacy systems presented limitations in client service and internal reporting. CSC responded by taking tangible steps toward modernization.

### What's Underway:

- Transition to EFT for Budget Counselling clients
- Refurbishment of computer lab equipment
- New website development with expanded donation and service info

### ORGANIZATIONAL STRENGTHS THAT SUPPORT RESILIENCE

- **Cross-functional collaboration**—staff work fluidly across departments
- **Clear communication channels**—including with Board and Union
- **Client-centered philosophy**—programs adjust to people, not the other way around
- **Community trust**—reflected in long-standing support for initiatives like Two Miles for Mary

# ACKNOWLEDGEMENTS & LOOKING AHEAD

Every milestone we achieve as an organization is made possible by the people and partnerships that surround us.

To our funders—the **Ministry of Immigration and Career Training, the Ministry of Social Services, the City of Prince Albert** and many others—thank you for your continued trust and investment. Your support enables us to meet real needs with real solutions, year after year.

To our Board of Directors, thank you for your steady governance, forward-thinking guidance, and willingness to lean into change when it matters most.

To our staff, you remain the heart of this organization. You meet each day with professionalism, empathy, and a commitment to clients that is as consistent as it is remarkable.

To our community supporters, volunteers, and local partners, your generosity and collaboration help keep our services relevant, responsive, and rooted in shared values.

And to the people we serve—thank you for showing up, working hard, and allowing us to walk alongside you.



## LOOKING AHEAD

The path forward is bright. Each department continues to grow in confidence, skill, and impact. Our focus remains clear: keep building services that matter, relationships that last, and systems that stand up to change.

We're excited about what's ahead. Not because it's easy—but because we're ready.

## KEEP IN TOUCH



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