



MPA Society

2017 Annual Report



Empowerment in Mental Health Since 1971

Front Cover artwork by Gary Pollock (deceased), a long time MPA member and resident of Sanford Apartments. This image is a portion of a larger piece on display at MPA Head Office (dated 1992).

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Joint Message from the Board Chair and Executive Director



David MacIntyre
Executive Director

It is our pleasure to report another year of growth and significant development at MPA Society.

In addition to the expansion and continuing development, MPA has crafted a 5 year strategic plan which will guide our efforts going forward. Thank you to all who provided their ideas and suggestions which helped to create priorities and direction for our agency. Please see page 10 for further details on the Strategic Plan.

While MPA Society had its beginnings in Vancouver, MPA now provides programs and services in

10 municipalities throughout the Lower Mainland. In the summer of 2016, MPA further extended our reach and opened a new residence in Abbotsford, Marshall Road Residences, providing supports to 50 people. Please see page 5 for more detail.

As always, MPA has a commitment to excellence in service. For the third year, MPA has issued a satisfaction survey to all those who receive services from our agency (pages 6 and 7). The satisfaction survey, in combination with our Outcomes Report (which examines business functioning), provides valuable information to improve and strengthen our structure and services. In addition, MPA's Continuous Quality Improvement Committee continues to focus on meeting and surpassing best practices in the sector.

While MPA has a commitment to our Members and stakeholders, MPA continues to focus on our commitment to being an "Employer of Choice". This year MPA will issue a staff survey which will provide valuable information and will help our agency support our employees in their development and assist them in providing the excellence in service that MPA is known for.

Throughout the year, MPA collaborated with various community partners and funders including: BC Housing, Vancouver Coastal Health, Fraser Health, City of Vancouver, City of Abbotsford, Metro Vancouver, District of Maple Ridge, City of Surrey, Mental Health Commission of Canada, Government of Canada, Government of British Columbia, Ministry of Public Safety and Solicitor General, Ministry of Social Development and Social Innovation, The Law Foundation of British Columbia, Discover Community College, Douglas College, Kwantlen Polytechnic University, Atira Women's Resource Society, Sanford Housing Society, Coast Mental Health, Lookout Society, Bloom Group, RainCity Housing Society, Kettle Friendship Society, Landlord BC, Community Builders Group, North Shore Culinary School, and a number of community stakeholders. We wish to thank these groups for their support, as well as employees of MPA Society for their commitment and dedication to the Members of our Society. We also wish to thank the volunteers on the Board of Directors, who give their time freely and provide valuable oversight to our organization.

As with previous years, we wish to thank the members for their support and dedication to MPA, and for helping us achieve our vision: a society inclusive of people with mental illness who make choices about their lives and participate fully in their community.

MPA Services

30 programs

Throughout Greater Vancouver and the Lower Mainland



Over 800 units of supported housing in 16 programs

104 members live in 10 licensed housing programs



319 individuals supported by our SIL, SuperSIL and SOLO programs

26,016 visits to our Resource Centre at 7th and Fir last year, including...

...more than 31,000 meals



(50¢ breakfasts and \$2 dinners),

153 tenants supported by our Hotel Outreach program



...over 2600 social-recreational activities, including fitness, crafting, painting, games, acupuncture, outings, gardening and peer support meetings,



1818 people assisted by Vancouver and Surrey Court Services programs



51 homeless individuals housed through our Homeless Outreach Program



...plus 2744 showers, 1686 loads of laundry, and 9,000 shower and hygiene items

Program Features

Marshall Road Residences

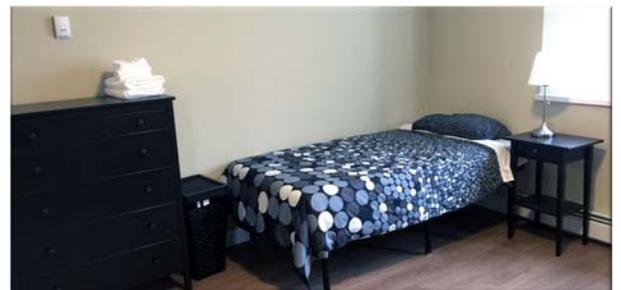


Located in Abbotsford, Marshall Road Residences is MPA Society's newest program location. This brand new building consists of Skyline Lodge Licensed Housing and Glacierview Apartments Assisted Living, and features an in-house food service program that provides wholesome and nutritious meals to the residents. Marshall Road opened officially in August 2016, and Skyline Lodge and Glacierview Apartments are now at their capacity of 30 and 20 residents respectively.



Welwyn House Renovation

In the fall & winter months of 2017, Welwyn House underwent extensive interior renovations. The residents were temporarily relocated so that a complete interior retrofit and redesign of their home could take place. This modernization and renewal will ensure that Welwyn House, one of MPA's original group homes, will remain a comfortable and welcoming home for the residents well into the future. MPA thanks both the residents and the staff who helped to make the process as seamless as possible.



Member Satisfaction

MPA Society is committed to using member feedback to contribute to the development of high quality and responsive services. An agency-wide survey was developed and implemented in early 2015 in order to gather input from members about the quality and effectiveness of our programs and services.

The survey was repeated in 2016 and we have completed the survey again in May 2017. The 2017 survey had a 55.3% return rate, with 851 surveys distributed and 471 returned. This year's data and anecdotal comments are reflected on these pages.



MPA members Gwen Rogers, Sara Kedzierski, Jesabel McLean, and Kozmo Kliegl.

"I am truly impressed with how I am treated and respected. I am on the road to recovery and I feel GREAT. The staff are a fine bunch of people and I feel listened to. This is an amazing service and I would highly recommend it to anyone who needs it and suffers with mental health issues."

"I feel blessed to live at Sanford Apartments. I am very happy with my living space. The staff are excellent and have been a great support. They are kind, loving, dedicated people. Thank you all so much."

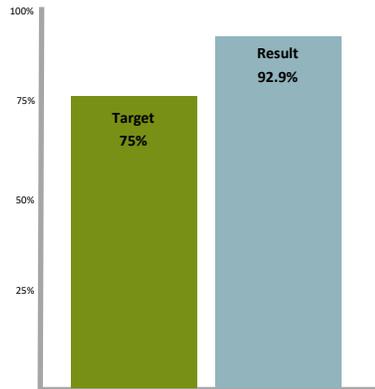
"I can't say enough good things about the SOLO program. It really has given me a hand up and I don't know where I'd be without it."

"I like coming to the drop-in because I feel welcome. To be who I am. By all staff. It's a great feeling when staff says hello and ask how are you doing and they wait around for a response."

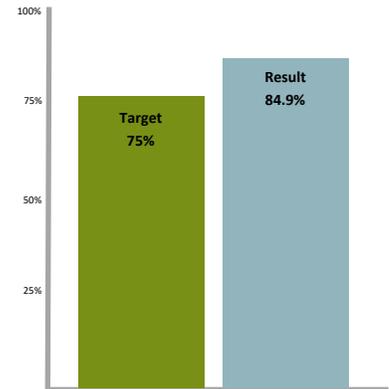
"Silken Laumann house has been my home for 10 months and I feel so fortunate to have been accepted into the 10 residence home. There is a good vibe and everyone is so nice. For my mental well-being, to have a supportive household where everyone is respectful and nice is a gift. Our house (mental health) worker is phenomenal—she supports us with our yearly goals, and with cooking and with the care of the pet cat, Bonky and the two fish, Hank and Finnigan. The weekly group walks and Friday coffee club are the icing to the cake and I feel that with this strong and helpful living situation, I can have a peace of mind and be more active."

2017 Survey Results

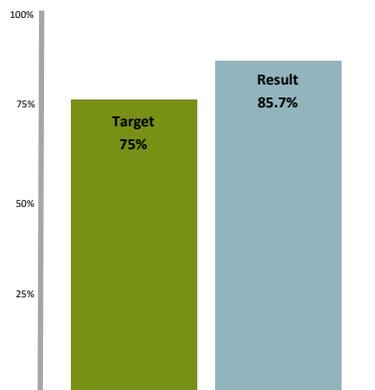
Members feel welcomed at their program/service.



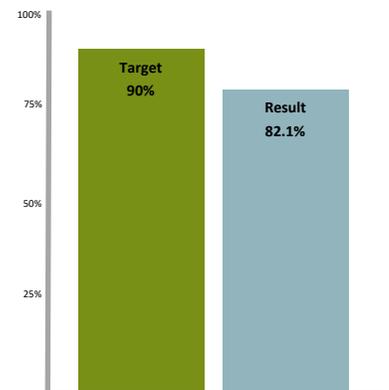
Members experience a home-like living environment.



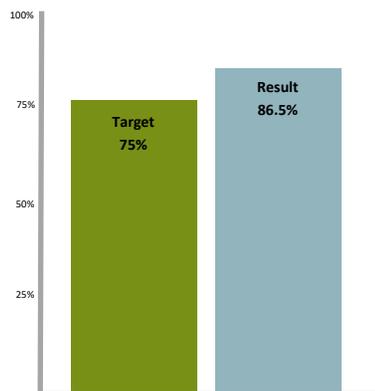
Members receive timely access to programs and services.



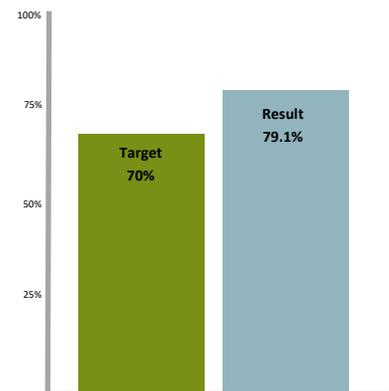
Members participate in decisions and self-determination.



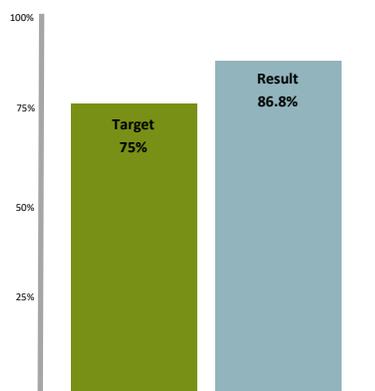
Members are supported by MPA staff to achieve their goals.



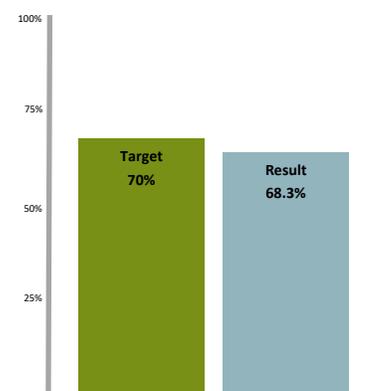
Members are aware of MPA Society's Rights of Persons Served.



Members are satisfied with the supports provided by their program.



Members are satisfied with meal portion, flavour, and variety of choice.

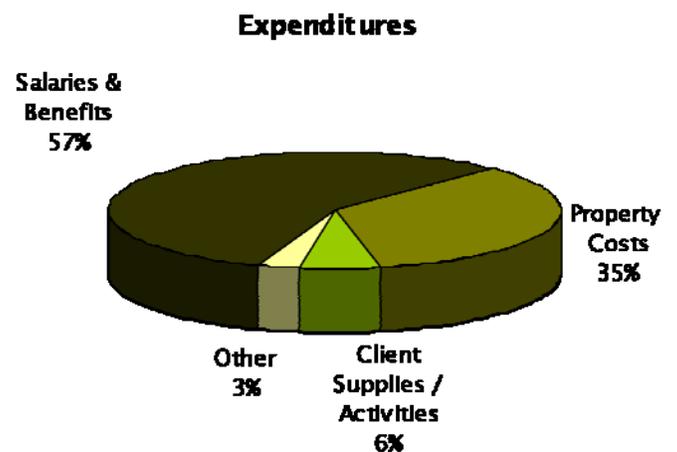
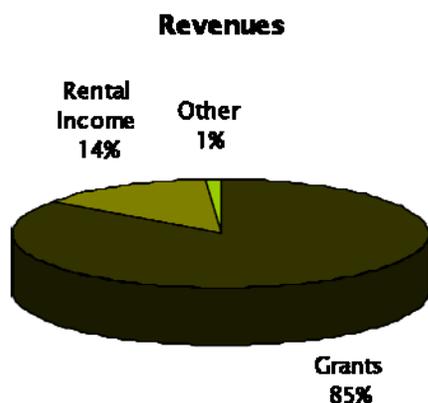


Financial Report

Revenue	2017		2016	
Grants	17,568,693	85%	15,235,619	84%
Rental Income	2,973,607	14%	2,657,950	15%
Other	167,324	1%	256,794	1%
Total	\$ 20,709,624		\$ 18,150,363	

Expenditures				
Salaries & Benefits	11,692,392	57%	10,030,997	56%
Property Costs	6,947,894	34%	6,255,827	35%
Client supplies and activities	1,297,878	6%	1,056,786	6%
Other	536,893	3%	457,077	3%
Total	\$ 20,475,057		\$ 17,800,687	

Revenues over Expenditures	2017	2016
	\$ 234,567	\$ 349,676



MPA strives to ensure financial and human resources are employed to enhance the quality of services for our members today, while maintaining financial stability and ensuring sustainability of programs and services for the future.

In the 2016/17 fiscal year, MPA experienced a small surplus of revenues over expenditures. This surplus will provide the opportunity to make repairs and improvements to the Society's facilities in the upcoming year.

MPA in the Community

Sock Granny

Barbara Vance, resident of Little Mountain Place residential care facility, has earned herself the nickname “Sock Granny”. In 2013, she was living at the Terraces on 7th, a block away from MPA’s Resource Centre. On hearing about the need for warm socks for MPA’s members, she spread the word to friends and fellow residents, and collected 400 pairs of socks. Each year, she has continued to increase that number, with the total reaching over 1500 pairs of socks and over 1000 food and drink items in 2016.

We were saddened to learn that Barb peacefully died on June 14th. Her beautiful smile will continue to bring us warmth and her memory will remain in our hearts always.

Barb’s daughter-in-law and grandchildren have taken up her cause and will continue to collect socks and other items for the MPA Resource Centre in her memory.

You can find out more about the Sock Granny on her blog and on Facebook.

Blog: www.sock-granny.blogspot.ca

Facebook: www.facebook.com/The-Sock-Granny-780116695373247

Vancouver Pride Parade



MPA staff and members: Thomas Merritt, Carole Symington, Kerri Gryzelak, Candace Day, David MacIntyre, Jackie Dodd, Chelsea Hitchen; in front, David Peterse.

Rights of Persons Served

- You have the right to be treated with dignity, respect and to be listened to.
- You have the right to be understood as an individual with unique strengths, views and beliefs.
- You have the right to be given a reasonable amount of time to make a decision and should be given all of the information you are entitled to in order to assist you in making that decision.
- You have the right to choose social and leisure activities within your means.
- You have the right to see your own records and decide who else can see them.
- You have the right to give your input into how your services will be delivered.
- You have the right to express your opinion on who provides your services to you.
- You can refuse services you do not want.
- You have the right never to be subjected to abuse, financial or other, exploitation, retaliation, neglect, or humiliating or degrading treatment by MPA Society employees or volunteers.
- You have the right to know the rules and what's expected from the program and the consequences if expectations are not followed.
- You have the right to choose your own friends and personal relationships.
- If you live in an MPA Housing Program, you have the right to choose who enters your bedroom and other private living space.
- If you live in an MPA Housing Program, you are entitled to be consulted and to have your preferences respected with regard to who are your housemates.
- You have the right to access community services that are available to everyone.
- You have the right to the safe use of your personal property.
- You have the right to access legal, self-help, and advocacy services as you wish.
- You are provided frequent and regular opportunities to voice opinions, raise concerns, or to lodge a complaint to persons in authority without fear of retaliation in any form or barriers to service.

Strategic Plan 2017-2022

The strategic plan for 2017 to 2022 addresses MPA Society's key strengths, opportunities, and aspirations. The plan has been developed to identify strategic directions that build on MPA's mission, vision, and philosophy to guide us in building on opportunities and overcoming challenges.

Strategic Direction #1 – Meet the evolving needs of members and explore opportunities to address future service needs.

Desired Outcomes

- MPA understands and takes steps to address the changing needs of its members.
- MPA provides appropriate supports to aid its members in their recovery.
- MPA continues to be represented on key committees working to advocate for people with mental illness and homelessness.
- A wide cross-section of members is active in providing regular input into services provided by MPA.

Strategic Direction #2 – Organizational capacity to continuously improve performance across all programs.

Desired Outcomes

- MPA continues to be seen as the employer of choice amongst other agencies serving the lower mainland and is able to attract and retain competent and committed employees for all positions, including the casual labour pool.
- MPA has a strong management team who provide leadership and mentoring across all areas of the organization and maintain a 'big picture' focus.
- MPA ensures effective communication and data capture across the organization.
- MPA's information systems remain secure.
- MPA maintains accreditation status.
- MPA maintains a diverse Board of Directors who champion the mission, vision, and philosophy of the organization.
- MPA Board continues to have appropriate governance policies and procedures in place.

Strategic Direction #3 – A proactive approach to financial and equity management.

Desired Outcomes

- A stable, diversified, long-term funding base that supports the organization in providing a consistent, high quality of services and in planning for growth.
- Increased and enhanced property assets to secure housing future of members.
- MPA's asset base is protected.
- Programs are aligned with requirements of key funders.
- MPA maintains positive working relationships with key funders.
- Cost-saving measures in place that allow the organization to maximize value for dollar.

Strategic Direction #4 – Develop and promote the MPA identity in order to strengthen strategic partnerships and advocate for members.

Desired Outcomes

- Members and stakeholders understand what the MPA identity and mission is.
- MPA maintains a competitive position within the industry.
- Members are actively engaged with MPA and report a sense of inclusion.
- Strengthened partnerships with key stakeholders allows MPA to enhance the quality and diversity of services it can offer to its members.
- MPA continues to engage in activities with allies and stakeholders to create a system-wide response to address the needs of the people it serves.

Board of Directors



David Brydon



Ron Byron



Joe Chu



Chris Earle



John Irving



Ian McBean



Harreson Sito



Mary Speer

MPA Senior Management



David MacIntyre
Executive Director



Sue Baker
Director



Nick Blackman
Director



Kim Capri
Director



Elizabeth Hatton
Director, Finance



Brad Roberts
Director, HR

Funding & Community Support

MPA Society Members thank you for your funding and contributions...

We receive funding from the following Government agencies:



Vancouver Coastal Health, BC Housing Management Commission, Fraser Health, BC Ministry of Social Development and Social Innovation, BC Ministry of Finance (Gaming Policy and Enforcement Branch), City of Vancouver, Law Foundation of British Columbia.

Private and community donations:

MPA Society and its members would like to extend a thank you to all community members who contribute by a donation of food, cash, a gift-in-kind, new clothing, or by volunteering. You are helping to ensure that each person who comes to MPA Society, now and in the future, is able to receive the support and service they need.

Our Mission

Inspiring hope and supporting recovery for people with mental illness by establishing and operating social, vocational, recreation, advocacy and housing programs that support people in their own communities.

Our Vision

A society inclusive of people with mental illness who make choices about their lives and participate fully in their community.

Our Philosophy

Recovery is achievable through support, empowerment, autonomy and responsibility.

Core Values

At MPA Society, we value:

- The uniqueness of every person
- The right to self-determination
- Peer support
- Creativity and innovation
- Accountability

Core Beliefs

At MPA Society, we believe:

- Every person has the right to be treated with dignity and respect
- Every person possesses an array of strengths and abilities
- Every person has the right to direct their own recovery
- In supporting individual growth
- In hope



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