



# **MPA Society**

**Empowerment in Mental Health Since 1971**

## **As a program participant or service user of MPA Society, you have the following rights:**

**You have the right to be treated with dignity and 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 you should be given all of the information you are entitled to in order to assist 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 have the right to refuse services that you do not want.**

**You have the right to never 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.**

# **Annual Report 2014**



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# Vision, Mission, Philosophy, Core Values and Beliefs

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## Vision

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

## 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.**

## Philosophy

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

## Core Values and Beliefs

**At MPA Society, we value:**

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

**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**

## Joint Message from the Board Chairman and Executive Director

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It is our pleasure to report another year of growth and significant development at MPA Society. While MPA continues to grow and provide new services and housing options for our members, we have also focused on improving our existing services and structures within the organization.

MPA has made a commitment to our members, funders and the public to provide excellent, responsive and transparent services with a clear commitment to accountability and good governance. As a result of this commitment, MPA continues to build on our strong reputation and has enjoyed a period of growth, offering more services and housing than ever before.

In addition to implementing operational policies and procedures which provide guidelines and instruction to MPA staff, the Board continues to improve and strengthen the governance and oversight of the agency. As reported in past reports, virtually every program, service or administration area has been reviewed, evaluated and improved over the last 5 years. This modernization and improvement not only helps to ensure we provide the best services possible, it helps MPA to demonstrate our clear commitment to our members, funders, and the larger public.

In the year ahead, MPA will be inviting external surveyors from CARF, (Commission on Accreditation of Rehabilitation Facilities, CARF International is an independent, non-profit accreditor of health and human services) to visit MPA and review our existing programs and services and will provide recommendations for improvement. As with MPA's previous 43 years of history, we as an agency continue to have a commitment to continually improve and develop.

Over the last year, staff from every program have been working to prepare for the survey and to help ensure MPA meets the service standards that defines MPA's outstanding services and programs. We wish to thank Slinder Balaggan for her guidance in preparing for accreditation and to the group of staff volunteers, from across the agency, who have committed to ensuring MPA continues to provide exemplary services.

In addition to continuing to improve our programs, MPA has continued to develop and expand new services for our members. In recent years, MPA has expanded our focus into preventing/addressing homelessness and has become a recognized leader in this area. MPA has had a long history of providing housing which fits the person and their individual needs, and has formalized that commitment by following a "Housing First" approach which provides housing and wraps support services around the person to help ensure successful tenancy and recovery. Traditionally, people were required to stabilize before they were able to access housing, often a significant barrier to recovery. From the Mental Health Commission's "At Home/Chez Soi" National Housing Project, we saw the very profound effect of providing housing first, and the impact of accompanying support services. As a result of our involvement with this project, MPA has become a leader in securing market rentals and has developed an expertise in engaging landlords and the business community.

## Joint Message from the Board Chairman and Executive Director

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The following pages of the annual report will provide updates on the wide spectrum of services and programs that MPA currently provides. While each program operates somewhat independently, each program is increasingly integrated into the larger family of MPA's programs, providing even more opportunities for the people who receive our services.

Throughout the year we collaborated with various community partners and funders including:, BC Housing, Vancouver Coastal Health, Fraser Health Authority, City of Vancouver, Metro Vancouver Housing, District of Maple Ridge, City of Surrey, Mental Health Commission of Canada, Government of Canada, Ministry of Public Safety and Solicitor General of British Columbia, Government of British Columbia, Streethome Foundation, Douglas College, Atira Woman's Resource Society, Sanford Housing Society, Coast Mental Health, The Bloom Group, RainCity Housing Society, , Landlord BC, Community Builders, North Shore Culinary School and a number of other community stakeholders.

We wish to thank these groups for their support as well as all employees of MPA Society for their commitment and dedication to the members of our Society. We also wish to thank the volunteers on our Board of Directors who give their time freely and provide valuable oversight of our organization. As with all previous years, we wish to thank 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.

Chris Heminsley  
Board Chairman



David MacIntyre  
Executive Director



# MPA Society - Board of Directors and Society Directors

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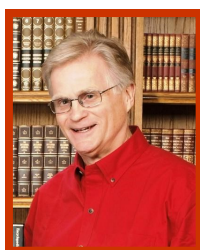
## MPA Board of Directors 2013-2014



Chris Heminsley  
Chairman



Chris Earle  
Treasurer



Ian McBean



George Hungerford



Cathy Rambarran



Ron Byron



David Brydon



Laurie Campbell



Joe Chu

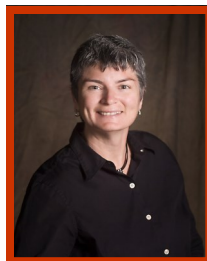
## MPA Society Directors



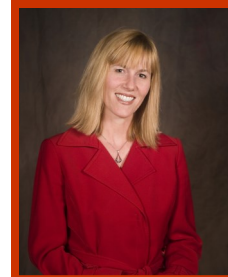
David MacIntyre  
Executive Director



Elizabeth Hatton  
Director, Finance



Sue Baker  
Director



Kim Capri  
Director



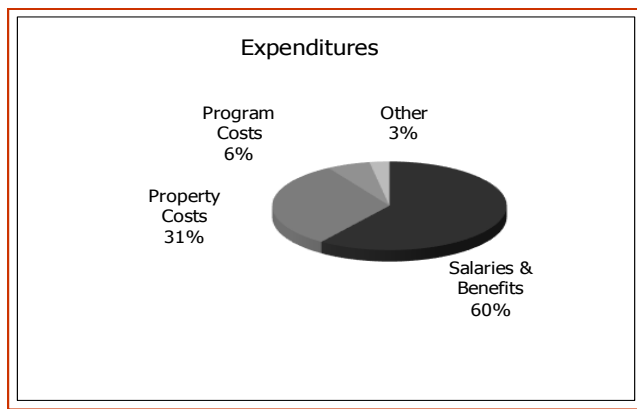
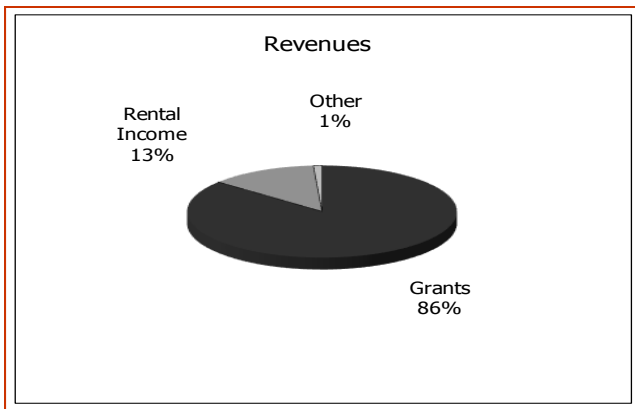
Nick Blackman  
Director



Brad Roberts  
Director, Human Resources

# Financials

Revenue	2014		2013	
Grants	14,162,574	86%	13,968,886	86%
Rental Income	2,126,098	13%	2,160,176	13%
Other	155,592	1%	119,881	1%
<b>Total</b>	<b>\$ 16,444,264</b>		<b>\$ 16,248,943</b>	
<b>Expenditures</b>				
Salaries & Benefits	9,494,226	60%	9,133,106	58%
Property Costs	4,984,737	31%	5,361,819	34%
Program Costs	948,970	6%	928,177	6%
Other	436,791	3%	448,792	3%
<b>Total</b>	<b>\$ 15,864,724</b>		<b>\$ 15,871,894</b>	
<b>Revenues over Expenditures</b>	<b>\$ 579,540</b>		<b>\$ 377,049</b>	



MPA Society 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.



# Advocacy and Social Justice

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## MPA Society Advocacy Program

### Mission

To empower and support people with mental illness to ensure their social and legal rights are promoted.

### Philosophy

Advocacy and social justice is achieved through recognition of human rights, fair treatment under the law and an impartial share of the benefits of society.

The MPA Advocacy Program experienced another busy year. This was as a result of two influences: the program received an increase in service requests and the program was short-staffed for a portion of the year, due to medical LOA.

The actual number of direct assistance/outreach/accompaniment/representation requests in Vancouver increased (3,350) from last year (2,858), with individuals served 2,338 this year compared with 1,921 last year. Richmond/North Shore are down in the same category, 469 this year compared to 557 last year and 304 individuals served this year compared to 361 last year. This is largely the result of the staff member who serves this location being on LOA for significant period of time. One other area is also down 97 direct assistance compared to 143 with 72 individuals served compared to 111. March Vancouver totals (431) are up from last March (370). Finally, an area that remains popular and heavily sought is the Community Volunteer Income Tax program. This year, the program was supported by a volunteer student from the UBC Accounting Program and collectively, they completed 1262 filed tax returns.

Overall, the program continues to provide a valued and meaningful service. This past year saw some staffing challenges, as one of the advocates took (and remains on) a medical LOA, leaving the program short staffed. In the upcoming year, the program will be experiencing additional staffing changes as one of the advocates has announced her retirement and another is taking a 1-year maternity leave.

There were two specific program goals identified by the team for the past year, both of which were achieved:

- ♦ Awareness Campaign – Open House was held in July, with a number of community members and professionals attending. Outreach activities were realigned with service mandate and areas of identified need. Greater focus was given to the Advocacy presence at the Hazelwood and the SRO tenants. Complete.
- ♦ In-house information sessions – These were delivered monthly and are ongoing.

In the year ahead, the program will endeavor to address the following goals:

- ♦ Staffing – in light of the anticipated changes to program staff, there will need to be significant investment in recruitment and training to cover for these positions. This process will be ongoing, throughout the year as the anticipated replacement of the positions is staggered between now and August 15.
- ♦ Outreach – Many of the Outreach locations were linked to particular individual having a strong relationship with the outreach agency. As staff turnover, the program will evaluate this relationship and determine whether the site offers the best partnership for providing service to target population or whether an alternate site may be more relevant. The timeline will coincide with staffing replacements, so it will be ongoing throughout the year.

# Advocacy and Social Justice

## MPA Society Advocacy Program

Feedback from the people we serve is critical, as it assists us in shaping the program to ensure that the needs of our clients are best satisfied. There were a total of 900 surveys given out during this period and 852 responses. The following are the results of the survey and a sampling of clients' comments.

My ability to get the help I need from staff when I need it has been:

Excellent	Good	Fair	Poor	Don't know
740 (86%)	103 (13%)	9 (1%)	0	0

Sample comments:

- Very helpful and kind
- Always found staff to be kind and respectful
- She works really hard for me re: my problems
- Very well explained and good help
- So appreciative of the help

In an overall, general sense, how satisfied am I with the program?

Excellent	Good	Fair	Poor	Don't know
692 (81%)	138 (16%)	6 (.07%)	2 (.03%)	14 (2%)

Sample comments:

- This is a very important program and I appreciate it tremendously
- Amazing – they helped me every step of the way through this messy application
- Saw me right away, resolved problem
- Good help and patience with me
- Thanks for all your help – greatly appreciated

What one change in the advocacy program would you most like to see?

- Access to legal advocacy – free lawyers/legal advocate
- Chinese speaking advocate
- Teaching doctors and mental health workers at teams to tell people about DTC and help them get it without guilting them out. Life with mental health issues is hard enough.
- I do think that more advocates would be helpful to help all the neighbourhoods.
- More exposure/advertising to mental health consumers regarding MPA's services

# Advocacy and Social Justice

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## MPA Society Court Advocacy Program

### Mission

To empower and support individuals living with mental illness that have been engaged in the legal system.

### Philosophy

To empower and support individuals living with mental illness in conflict with the legal system, achieved through connections to the community, acts of advocacy and relationship building.

People with mental illness are over-represented in the criminal justice system in general, and in the correctional system in particular, when compared to the general population. The 2012 report from the Office of the Correctional Investigator stated that more than 45% of the total male inmate population and 69% of the female inmate population received mental health care services in 2010-2011. There is a higher prevalence in rates of mental illnesses such as psychosis, depression, anxiety, and substance-related disorders and they are over-represented in Canada's correctional facilities (Canadian Institute for Health Information [CIHI], 2008).

Throughout 2013, the MPA Court Program continued to support mentally ill litigants proceeding through the Provincial Courthouses in Surrey and Vancouver. The aims of the Court Program involve the decriminalization of people with mental illness, reducing repeat contact with the criminal justice system and ensuring that people who are mentally ill are represented at all phases of the criminal justice system.

Surrey Court Program receives funding from Fraser Health for a half time (.5) position. Over the last year trends have remained stable receiving approximately 50 requests a month either by phone, email, or in person contact at. The Surrey Court Worker undertakes outreach activities at Surrey Pre-Trial Centre, visiting by pre-trial referral or request, self-referral or by professional referral such as the RCMP. The new Extension to Surrey Pre-trial Centre (200 bed) recently opened (February 2014) where the trend is increasing by 25% for the Surrey Court Program

This program has had success with assisting 1st and 2nd Stage Housing to those at risk of homelessness, to those in recovery from mental health, and addictions. Feedback from individuals and service providers has shown how this

program has had an effective and positive change for those individuals engaged in the criminal justice system, while remaining a friend to the court.

In Vancouver, the Court Program receives funding from the Law Foundation of BC for two full time positions. During this past year, Information & Referral Service was provided to 950 individuals; Advice involving contact over 15 minutes was offered to 324 clients; and full representation files were opened in 158 cases.

The Court Programs respond to all client inquiries and direct them to the appropriate service or agency navigating the criminal justice system by arranging for legal counsel, providing support through the court process, making connections through non-profit organizations, housing, medical and psychiatric services. Ensuring our members are receiving all financial benefits they are entitled to such as Income Assistance or PWD Benefit.

The Court Workers continue to provide a service to those who at times have no voice to speak for themselves, and advocates in the best interest of the individual. For those who are facing the complexities and the anxiety of the Court Administrative/Legal System, connecting them to services while offering support, empathy, dignity and respect in all aspects of service delivery.

MPA Society remains tremendously grateful to our partners in the Courts and our funders for supporting this valuable service.

### References:

Canadian Institute for Health Information (2008). *Improving the Health of Canadians: Mental Health, Delinquency and Criminal Activity*. Ottawa, Canadian Institute for Health Information. CSC, *Health Services Sector 2010-2011 Performance Measurement Report* (October 2011).

## MPA Resource Centre

In the 19 months since moving to its new location at 7<sup>th</sup> and Fir, the MPA Resource Centre (RC) has experienced tremendous growth as a program dedicated to inspiring hope, supporting individual growth and empowering the people who use the services. This past year, the Centre has had approximately 4500 unique individuals access the services and supports, with an average daily attendance of approximately 100 people. 40% of all individuals attending the RC identify as female; this represents an 11% increase since the previous reporting period resulting in almost twice as many women accessing services. We are incredibly proud of this increase which is a direct result of the RC staff's continued hard work and tireless efforts to facilitate a space that is respectful, welcoming and safe for all who attend.

Over this last reporting period, approximately 35 individuals have been housed by MPA's Homeless Outreach Worker in long term housing. This number does not reflect how many times service users were supported in accessing emergency shelter, addictions and/or treatment facilities or other temporary and transitional housing options. The housing work done by the Homeless Outreach Worker and the RC staff is tailored to the unique needs and desires of the individuals we serve with an emphasis on sustainable and successful housing as defined by the individual.

The RC provides programming which is reflective of the needs of our Members as identified by them. To this end, we encourage feedback from Members at all times, we host a site meeting once a month and a suggestion box is also available. Over this last reporting period, the number of personal life skills/activities sessions increased by 13% while the attendance of these sessions by our members increased by 52 % from the previous reporting period.

Our Recreational Therapist has experienced much success in her efforts to encourage community engagement and

partnership both within and outside of the RC. Participation and advocacy numbers have also risen as a result of providing increased and varied opportunities for people to engage in a meaningful way. Our new location has come with an abundance of opportunity to become a valued member of our new community. Staff of the RC have done a phenomenal job of building and maintaining positive relationships with our neighbors by utilizing an approach grounded in mutual respect and commitment to being a good neighbor.

This year the RC hosted a number of events in the community, including our 2<sup>nd</sup> Annual Art Show at the Petley Jones Gallery, exhibits at Lord Byng Secondary School and Willow Pavilion, and participation in the Vancouver Pride Parade. We also invited the community into the Resource Centre via an open house event. Our list of community partners has grown significantly as a result of an education component which was added to our programming. We have also become a member of the Pine Street Community Garden.

An increase in the number of referrals received from community mental health service providers and in-patient psychiatric units has been noted this past year. Once per month, RC staff attend at Vancouver General Hospital PAU to acquaint current patients with our service; this is also done on a bi-monthly basis at Willow Pavilion. Our relationship with Kits Mental Health Team continues and now has grown to include other area mental health teams.

There were a total of 100 surveys given to Members during this period and 84 responses received. 46% of respondents found the services to be excellent, 41% found the services to be good and 7.5% found the services to be fair with the remaining 5.5% responding "don't know".

# Hotel Outreach Program

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## Hotel Outreach Program

The MPA Hotel Outreach Program continues to amaze at how so few staff can accomplish so much. The program is in its fifth year and is staffed with 5 people who form a close knit team.

The program supports tenants at three DTES Single Room Occupancy Hotel's: the Hazelwood, the Savoy and the Holburn. Many of the program highlights are experienced from tenants participating in numerous outings, events and sharing a sense of community with our meal programs.

MPA Society Hotel Outreach Program Staff put together and participate in an assortment of events and meals. These include: Pancake weekends, hotdog days, and burger nights, spaghetti dinners and potluck Sundays, the MPA Christmas party, the MPA Picnic, an annual BBQ sponsored by the Woo Family, our owner partners at the Holburn. They also provide a community garden behind their building. Staff attend the fitness centre with interested tenants, manage tenant meetings, started a women's group and tried a little yoga with the tenants. Organizing and facilitating activities, in addition to all the usual duties, made for a busy schedule!

Daily responsibilities are various and at times very complex. Partnerships, internally and externally, make this program work!

Tenants have opportunity to utilize the MPA Society's Advocacy program, which provides them a great opportunity to access onsite support, at the Hazelwood, in a number of areas, including: PWD applications, obtaining identification, and immigration and tax issues.

MPA has sincere appreciation for our relationship to our funders at BC Housing and, with their cooperation, have re-housed a number of tenants into managed housing where they now live independently. Tenants have also moved into the MPA SOLO Program and continue to prosper with supports.

Our other close partners include the Vancouver Coastal Health Clinical Tenant Support Team and Atira Property Management Services. Without them, many of the tenants with high medical needs would never have achieved stabilized health and managed recovery from complex medical issues. We cannot say enough about them!

We enjoy a number of close relationships in the community, particularly with the Strathcona Mental Health Team, who serve a number of our tenants and The Lookout Emergency Aid Society's Living Room, who have been incredibly generous with our tenants by donating clean towels, sheets and blankets, contributing to improved conditions for many.

From the outside, our team appears to be of small size, but on closer inspection, we are part of an entire community of willing and dedicated people coming together to get the business of the day done with a positive attitude, energy and integrity.

Statistically, the Hotel Outreach Program staff provided:

- ◆ 7,403 contacts for direct service and or food programs
- ◆ 1814 escorts to services
- ◆ 3581 interactions for referral and advocacy

# Supported Housing Programs

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## Mission

To provide safe, affordable and supportive housing to person's living with a mental illness. These housing options are situated throughout communities so that individuals may reside in the neighborhood of their choice.

## Philosophy

Adequate shelter is a basic need and a fundamental human right. There is a critical shortage of affordable housing units for persons with a mental illness. By providing various housing alternative, MPA Society supports individuals in their communities while they continue their journey towards recovery from mental illness.

## The MPA Group Homes

MPA continues to operate two co-ed group homes in Vancouver. These are based on the original model of peer support for individuals in a democratic household. The first original group home was based in Kitsilano (in the 1970's) and the members who lived there were also the staff that were elected by their peers. These elections occurred every six months and issues such as grocery budgets, bill payments and household maintenance were all voted on by the current members of the household.

Today, residents of both Welwyn House and Silken Laumann House still vote on whether they will accept a new member into their household. Together, members in these households share chores, meal preparation and other tasks associated with maintaining their home. Staff are onsite during the weekdays to assist with facilitating the running of the household and to assist in the areas of life skill development, money management & budgeting, menu planning and meal preparation, health management and emergency intervention, and to assist members to access community resources and to establish social and recreational connections. New members are referred from Mental Health Housing Services. Members are required to meet weekly as a group to discuss household issues and they vote on many common household decisions. Many members transition on from group living to other group living options or independent housing in the community. MPA receives funding from Vancouver Coastal Health Authority, the Ministry of Health & BC housing to operate the two group homes.

## Supported Apartment Program

MPA Society owns and operates three supported apartment programs located in Vancouver. Each of these co-ed apartment buildings consist of a mix of self-contained bachelor, one bedroom and multi-bedroom units. Kidder Place, Irvine Place and Phoenix Apartments offer staff supports and services designed to meet the individual needs of residents while encouraging a cooperative community through the utilization of a self- help and peer support model.

The Phoenix Apartments program is located in the Fairview Slopes neighborhood of Vancouver. Residents in the Phoenix program are actively engaged in skill building towards independent living. The Phoenix program is a two year program and members start working towards their next step housing around the 18<sup>th</sup> month of their tenancy. The Phoenix staff member is on site during the weekdays to facilitate goal planning and achievement.

Kidder Place, named after Margo Kidder, is a supported apartment program in the East Village area of Vancouver. Originally, this program was set up for single parents with their children. Today the program is for individuals who require support while they reside in their apartment. There are five 1 bedroom units and five 2 bedroom units. Staff are onsite for twelve hours daily to assist residents with medication support, money management and budgeting, roommate and tenancy issues, life skills training and assistance to access community resources. Residents work on goal planning on an individualized basis, and many residents move on to next step housing in the community.

Irvine Place is a beautiful, old heritage home in the



# Supported Housing Programs

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Kitsilano neighborhood of Vancouver. This program is named after Betty Irvine, one of the founding members of the MPA society back in 1971. Prior to being Irvine Place, the home was named Loma Lodge and was known as a private boarding facility for residents with mental illness. MPA took over operations in the mid 1990's and members lived together as roommates with outreach support from a staff person. Later on, MPA worked with the health authority to develop a new type of housing for individuals who were ready to transition from Licensed Housing. Many of the residents who moved to Irvine had lived together for years in a boarding facility and now they had their own apartments. Irvine Place has one 4 bedroom and 3 two bedroom suites. Residents live as roommates and share the common expenses associated with their suites. Staff are onsite 7 days a week to assist with medication support, as well as the other support services offered at the other supported apartments.

Funding for our Supported Apartment Program comes from Vancouver Coastal Health Authority and BC Housing.

## The Hampton Hotel

The Hampton Hotel is a single room occupancy hotel located on the edge of Gastown in the Downtown Eastside Area of Vancouver. Purchased by MPA in 1998, we currently have 46 individuals who live at the Hampton. We did a complete renovation in 2006 which included relocating the residents for an entire year. Today, the Hampton program continues as a vibrant and welcoming community for those who live there. Staff work with residents to identify interests including outings, activities, camping trips and community events. In the past year, the Hampton staff and residents published a series of Hampton newsletters. Staff are on site to assist with medication support, a daily communal meal program, life skills training and personal health management, and to assist residents to access community resources. Referrals to the Hampton are directed via Mental Health Housing Services and we receive funding from Vancouver Coastal Health Authority.

## Supported Independent & Outreach Living Programs (SIL, Super Sil & SOLO Programs)

The SIL program, or Supported Independent Living Program, started 22 years ago and initially included five subsidies. The original SIL member lived in a basement suite of a Kitsilano resident who was familiar with the MPA Society. Today we have 215 units of housing. Several of the units are occupied by members from early on in the program, and 52 of the units are a result of new funding provided by BC Housing in 2012. Our Supported Independent Living programs strive to support participants in maintaining as high a level of independence as possible while residing in the community of their choice. In each of the programs, staff work with each individual based on personal needs and choices for services. Each participant receives a housing subsidy to assist with their market rental payment and support services include assistance with tenancy issues, life skills training, vocational and educational referrals, health education and support and help to access community resources. Each member of the programs are offered an opportunity to complete a yearly review where individuals can identify goals and assistance they may need in meeting those goals. The Supported Independent and Outreach Living Programs receive funding from Vancouver Coastal Health Authority and BC Housing. MPA also accepts referrals for these programs from Mental Health Housing and BC Housing.

## Batten House Transition House

Batten House, located in Maple Ridge, has evolved into a highly individualized, participation-based support for members who are preparing to transition into more independent living environments. With a strength-based focus, members are largely responsible for all activities of daily life, which are supported by staff.

Batten House which supports 5 people from the community, has expanded its partnerships with community resources and has numerous successful relationships. In addition,

# Supported Housing Programs

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utilizing the MPA continuum of housing, some members have transitioned into the Beckman Bridging Program.

There has been a consistent graduation of members into more independent living in their area or community of choice. This has resulted in more services being available to people in more acute service areas.

## Duke House

Duke House, named after Patty Duke, is located in the Westside of Vancouver in the Kitsilano neighborhood. The house itself is one of the original properties that MPA purchased in the 1970's and it served as the third original group home, named West 10<sup>th</sup> house, until a few years ago when Duke House relocated to their permanent site. Duke House is a step-down, transitional housing program that is designated to facilitate the timely movement of discharge ready patients from Vancouver hospitals. Based on each individual's unique strengths and abilities, this program empowers residents to self-manage their illness so that they may pursue more independent living opportunities in the community. Staff, who are onsite seven days a week, work with the Community Transition Team (based out of Vancouver Mental Health Housing Services) to work with new referrals who will stay for a short time at Duke House. Over the years many individuals have transitioned from Duke House on to other MPA housing. The key areas of support at Duke House are medication and illness knowledge & management, life skills training, and assistance accessing community resources. The primary focus while at Duke House is assistance to secure next step housing.

## Portfolio Development Program

In response to the growing challenge of homelessness in Canada, the Mental Health Commission of Canada led a Research Demonstration Projects in Mental Health and Homelessness. This nationwide research project was conducted in five cities: Vancouver, Winnipeg, Toronto,

Montreal and Moncton. This project was named the At Home/Chez Soi Program and it started in 2009 and concluded in 2014. MPA Society was chosen as one of the lead service providers for the project in Vancouver. Specifically, our role was to secure 200 units of market rental housing and to administer the rental subsidies for the program participants. In doing this, we continued to build on existing relationship with landlords and we actively promoted new partnerships within the private rental market through our ongoing community engagement efforts. The national final report has now been released and the findings are very supportive of the concept that individuals with a history of homelessness and mental illness will be very successful when provided with a housing subsidy and wrap around supports. In terms of housing stability outcomes the national outcome shows that 62% of participants remained housed throughout the duration of the project. Furthermore, the national average for time spent homeless was 4.8 years. Full information on the findings can be found at: [www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca) Even though the project has concluded MPA continues to administer the rent subsidies for 80 individuals who live in market rental apartments throughout Vancouver.

Since the inception of the Supported Independent Living Program (SIL) in Vancouver over 15 years ago, MPA Society has been involved in establishing relationships with private landlords and administering private market rental subsidies. Currently, in conjunction with other programs, the MPA Portfolio Development division administers over 400 private market rental housing subsidies. Currently we work with both Vancouver Coastal Health Authority, BC Housing & Fraser Health Authority to administer subsidies to their program participants.

We have successfully developed a large and varied portfolio of landlords who recognize the social importance and the business implications of providing safe, affordable and supported housing for people living with mental illness. Our strong ability to support both our tenants and their landlords ensures a successful tenancy is experienced by both.



# Supported Housing Programs

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## Sanford Apartments

Since opening in July 2012, Sanford Apartments has established itself as a sought-after program within the Enhanced Housing sector in Vancouver. Effectively balancing the complex support needs of individuals who live with addiction, significant mental illness and in many instances dual diagnosis, the Sanford Apartments program is built on a framework that puts inclusion and community connections at the forefront. There are opportunities for social engagement daily, including: Bingo, Gardening Club, Coffee Group, Sunday Smoothies, Movie Night, Smoking Cessation Group, Walking Group, Karaoke, Tea Time (tea and conversation group), Baking Group, Wellness Group, The Sanford Times Newsletter, various holiday celebrations, a monthly birthday party and bi-monthly resident meetings.

In order to facilitate the transitional nature of the enhanced program, residents meet weekly with a staff member to collaborate on goals and objectives. Goals are self-identified by residents and staff regularly engage in basic motivational interviewing and solution-focused approaches. The manager, along with a staff person, completes monthly suite-viewings which offer an opportunity to pre-empt tenancy issues related to living skills, and also offer insight into potential mental health concerns which are then followed up on by staff and communicated to associated mental health teams as appropriate. Management and Staff approach interactions through a lens of psycho-social rehabilitation and place emphasis on constructive conflict resolution, and modeling healthy boundaries.

The primary focus in the first two years of operation has been to: facilitate an engaged and vibrant community within the building; establish a positive relationship with our surrounding neighbours; develop collaborative relationships with our service partners including BC Housing, VCH, and a range of other community supports; and finally to support the staff team through regular training opportunities, supervision, and collaboration via staff meetings and one-to-one with the program manager. The outcomes so

far have been positive, indicated by low turnover of residents, high level of engagement in activities, high staff morale, and ongoing positive feedback from our neighbours and service partners.

In the year ahead, Sanford Apartments identified the following program objective(s):

- Increase resident involvement in planning and coordinating activities
- Increase goal-oriented engagement
- Provide continued training opportunities for staff

A satisfaction survey was completed in conjunction with BC Housing in June of 2013, 1 year after opening. The following highlights have been taken from the resulting BC Housing Report "Measuring Tenant Outcomes at Sanford Apartments", released in August 2013:

Surveys were received from 53% of the tenants at Sanford Apartments.

- 89% of the tenants who moved in at the opening of the project have been stably housed at Sanford Apartments for approximately 1 year
- 7 units were vacated at Sanford Apartments between July 2012 and June 2013
- The average monthly unit turnover at Sanford Apartments was 1%
- There were 7 months between July 2012 and June 2013 where no units were vacated at Sanford Apartments

# Supported Housing Programs

## Sanford Apartments continued...

Type of Move Out	#
Evictions	2
Planned with Support Staff	2
Notice Given by Tenant	2
Abandoned	1
Total Move Outs July 2013-June 2013	7

Over 90% of survey respondents felt supported by staff and comfortable accessing staff at Sanford Apartments

Over 90% of survey respondents felt safe and a sense of pride in their home at Sanford Apartments

Over 90% of survey respondents said they have a neighbor they can count on at Sanford Apartments

## Attendance at Activities Offered On-Site at Sanford Apartments, March-July 2013

Activities	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Birthday Cake (monthly)	14	9	25	23	23
Coffee Group	n/a	56	61	81	66
Coping skills	6	5	n/a	n/a	n/a
Gardening	n/a	4	5	15	10
Karaoke	n/a	n/a	25	25	34
Exercises	20	6	6	4	2
Movie Night	47	49	61	39	35
Needle Works/Crafts	4	4	6	8	n/a
Newsletter (monthly)	0	4	9	14	2
Special Events	30	n/a	n/a	n/a	68
Tea Time (twice weekly)	70	44	59	57	47

The following is a selection of resident responses to the question: "What do you like most about living at Sanford Apartments?"

"Having my own personal space, staff to talk to."

"EVERYTHING! The staff is understanding; most of the tenants are cool + this (to quote the musical west side story) 'There is a place for us!'"

"Being able to enjoy walking about drug free."

"The variety of activities, staff and location."

# Enhanced Supported Housing Programs

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## Enhanced Supported Housing

In 2010, MPA Society added to its continuum of housing by opening two Enhanced Supported Housing Programs. Meridian Village Enhanced Supported Housing located in Port Coquitlam, and Hall Towers Enhanced Supported Housing located in Burnaby provide an independent living environment with on-site support from MPA Society staff.

This hybrid model of supported independent living promotes independent living in market rental apartment complexes. The focus of this program is based on the principles of psychosocial rehabilitation with efforts directed towards independent living through increased self-autonomy, life skills development and empowerment. This is achieved through provision of a hot meal service once a day, social and recreational programming, and partnerships with the mental health centres, other community resources and a client-centered medication support program.

These community based, market rental programs graduate members successfully into independent living in the community of their choice. With a 2-year focus on preparing life-skills for independent living, staff create unique and creative partnerships with members.

With a foundation of medication support, meal service and a philosophy of practice based the principles of psychosocial rehabilitation and recovery, members are encouraged to develop and achieve their own personally relevant and meaningful goals. Many members who have graduated through the enhanced supported programs have maintained and thrived in their independent living environments.

Available supports include assistance with:

- Life skills training, meal planning, cooking, budgeting and finances, home management
- Financial subsidies
- Social and peer support
- Vocational training/access to volunteer programs
- Recreation, health and fitness
- Advocacy and legal services
- Referrals for mental health and addictions treatment and information
- Illness and symptom management
- Medication information and support
- Public transportation
- Community resources and supports

The road to recovery is unique to each member and involves leading a meaningful life, making informed and educated choices, reclaiming hope and the power to change one's life for the better and to become a contributing member of society.

# Licensed Housing Programs

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## Mission

To inspire hope and facilitate recovery for individuals with mental health issues using the principles of psychosocial rehabilitation.

## Philosophy

Recovery and hope is achieved through empowerment, autonomy and responsibility

2013 was another successful year for our members receiving supports and services in the nine Licensed Housing programs. Many programs were maintained and new ones developed ranging from indoor/outdoor gardening, fishing / camping groups, card-making sessions, jewelry making sessions, adventure therapy, harm-reduction in mental health groups, spiritual groups, Sun Run activity groups, Gluten Free groups and many other exciting and creative ways for members to realize their personal interests and life goals.

With homes located from Kitsilano to Maple Ridge, the community resources are plentiful and used by our members to support them on their paths to recovery from mental illness. In addition to the Resource Centre (7<sup>th</sup> and Fir), other organizations that provide important opportunities for our members include the S.P.C.A, Leisure Centres and Community Volunteer Programs.

Based on the principles of psychosocial rehabilitant and recovery, staff continue to excel in nurturing an atmosphere of independence and empowerment in the homes. This encourages members to work in partnership with staff in developing and achieving their own goals. Ranging from obtaining independent living, improving life-skills development and peer support to reuniting with family and community volunteering, members are motivated to live their lives in meaningful and dignified ways.

Many members have graduated through Licensed Housing program and have been able to live with more independence, self-reliance and confidence. As our growing numbers of alumni members from the homes

continues to increase, this also serves as a valuable peer support program for current members and maintains a connection with old and new members that is valued by all.

The Licensed Housing portfolio also continues to support MPA Society's partnership with the Health Care Support Worker and Mental Health Worker programs at Douglas College by hosting student practicum participants. Beckman House in Maple Ridge also serves as a practicum placement site for the Registered Nursing and Registered Psychiatric Nursing program from Douglas College. This investment in the recruitment and retention of students has been successful in attracting new well qualified staff.

Staff in the Licensed Homes have faced many challenges with increased acuity and diversity of new members and the ever changing landscape of programming in mental health and substance use services. These new challenges have also changed the ways in which programs and services are offered and staff have risen to these challenges with enthusiasm and professionalism.

# Licensed Housing Programs

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## Beckman Bridging Program

In 2011, MPA Society opened the Beckman Bridging Program in partnership with the Maple Ridge Mental Health Team and the Fraser Health Authority. Located in Maple Ridge, this program provides members with the opportunity to move into an independent living environment while maintaining support and services from MPA Society staff, Beckman House staff and the Maple Ridge Mental Health Team.

Based on individual strengths and abilities, the Beckman Bridging Program strives to transition members from licensed residential care and community living environments into safe, supported and affordable housing.

The Beckman Bridging Program promotes independent living by working in partnership with the members to develop and improve knowledge and skills related to:

- Medication management and support
- Money management and support
- Menu planning and meal preparation support
- Household management skills
- Access to community linkages and family supports
- Educational, vocational, social and volunteer activities, supports and services
- Interpersonal skills and social functioning
- Ongoing assessments of overall health and wellness

Quickly approaching its 3 year anniversary, the Beckman Bridging Program has established itself as both a therapeutic new housing and support option for the mental health community in Maple Ridge, and a much needed addition to the continuum of housing available to MPA Society members.

The Beckman Bridging Program assists in nurturing an environment of empowerment, self-direction, self-confidence and independence for the members. With a focus on higher-level skill development, members are encouraged to live independently, ultimately securing their own housing, volunteer activities, educational opportunities and employment in the

community. The program facility is now fully renovated and provides support to 8 members.

## Douglas College

Partnering with Douglas College in 2010, MPA Society has established two annual Awards of Distinction in Psychosocial Rehabilitation and Recovery to recognize and reward students in the health care support worker and mental health worker programs who demonstrate initiative and innovation in the field of psychosocial rehabilitation (PSR) and the implementation of the those principles and practices.

MPA Society views these awards as both an investment in the post-secondary education system in the recruitment and retention of students, and as an avenue to acknowledge those students who excel in the field of supporting individuals facing mental health issues.

The successful award applicants will have achieved a minimum GPA of 3.0 in the program and received letters of feedback from their practicum supervisors describing the student's knowledge, innovation and implementation of PSR principles. In addition, the students will have issued a personal statement on how they implemented PSR and how they envision PSR practices in the future with regards to supporting people on the road to recovery from mental health issues.

The creation of these awards is viewed as the next step in continuing to nurture innovation and initiative, develop compassion and understanding and focus on relevant, self-determined skills for integration into our community for people with mental health issues.

MPA Society is now able to offer the Awards of Distinction in PSR and Recovery to students enrolled in the last year of the Registered Psychiatric Nursing Program.

## Funding and Community Support

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

### Government Funding

BC Housing Management Commission, BC Ministry of Housing and Social Development, Fraser Health Authority, Law Foundation of British Columbia, Provincial Health Services, Vancouver Coastal Health, City of Vancouver



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 individual who comes to MPA Society, now and in the future, is able to receive the support and service they need.

Please join us in our campaign to help people in the most need. One small action has large repercussions in a person's life, providing hope and facilitating recovery for individuals with mental health issues.





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