



MPA Society

2016 Annual Report



Empowerment in Mental Health Since 1971

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Joint Message from the Board Chair and Executive Director



David MacIntyre
Executive Director



Chris Earle
Board Chair

It is our pleasure to report another year of growth and significant development at MPA Society. In November, MPA invited external surveyors from CARF (Commission on Accreditation of Rehabilitation Facilities) to visit MPA and review our existing programs and services, and to provide recommendations for improvement. CARF International is an independent, non-profit accreditor of health and human services. It is with great pride we are able to report that MPA Society received the highest level

of accreditation possible and was granted a 3 year accreditation status (please see the Accreditation section on page 9). It is important to note that the MPA Board of Directors chose to include Governance in the accreditation review and received no suggestions for improvement.

In addition to the significant achievement of becoming an accredited agency, MPA has had another year of expansion and growth. This included the opening of Beckman Apartments, a new 20-bed residence in Maple Ridge which provides a home-like environment in self-contained studio apartments. MPA is also opening a new residence in Abbotsford with 50 self-contained studio apartments in August 2016. MPA continues to expand our rent subsidy and market rental procurement program, and now provides services in 10 municipalities throughout the Lower Mainland.

As always, MPA has a commitment to excellence in service. For the second year, MPA has issued a satisfaction survey to all those who receive services from our agency. The client 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 has created a Continuous Quality Improvement process that will continue to focus the efforts of the Society on meeting and surpassing best practices in the sector.

While MPA has a commitment to our Members and stakeholders, MPA also has a clear commitment to our employees and has made a commitment to being an “Employer of Choice”. MPA will continue to support our employees in their development and assist them in providing the excellence in service that MPA is known for.

As outlined in the previous Annual Report, MPA has achieved success in reaching targets and goals set out in our Strategic Plan. MPA will begin strategic planning in the fall which will guide the agency’s efforts and focus for the next five years.

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, Douglas College, Atira Woman’s Resource Society, Sanford Housing Society, Coast Mental Health, Lookout Society, Bloom Group, RainCity Housing, Kettle Friendship Society, Landlord BC, Community Builders Group, North Shore Culinary School and a number of other 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 members for their support and dedication to MPA, and for helping us to 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 700 units of supported housing in 12 programs



87 members live in 9 licensed housing programs

278 individuals supported by our SIL, SuperSIL and SOLO programs

29,379 visits to our Resource Centre at 7th and Fir last year, including...

1032 people helped by our Hotel Outreach program



...32,486 meals



(50¢ breakfasts and \$2 dinners),

1346 people assisted by Vancouver and Surrey Court Services programs



...over 200 social-recreational activities, including fitness, crafting, painting, games, acupuncture, outings, gardening and peer support meetings,



59 homeless individuals housed through our Homeless Outreach Program



...and 2772 showers, 1719 loads of laundry, and 69,600 cups of coffee.

Program Features

Beckman Apartments



Left to right:
Marc Dalton, MLA for Maple Ridge-Mission
Nick Blackman, Operational Director MPA Society
Michael Marchbank, President and CEO, Fraser Health
Dr. Doug Bing, MLA for Maple Ridge-Pitt Meadows

The Beckman Apartments Assisted Living program in Maple Ridge officially opened its doors on March 7th, 2016. On April 22nd, the official opening ceremony was held, with representatives from BC Housing, Fraser Health, the Maple Ridge mental health team, and other community partners in attendance.

The program is brand new, and from ground breaking in early 2015 to opening one year later, the project has been a significant undertaking for MPA.

The program is a semi-independent model of mental health housing that provides accommodation, hospitality supports and prescribed services, naturally embodying MPA's core values and beliefs. Beckman Apartments has already reached full capacity for the 20 units.

The staff describe the program as fresh and new, and a solid, stable environment where people can thrive. Members have commented that they enjoy the food and are sleeping well. Some residents have come to Beckman Apartments from elsewhere in MPA, including Beckman House, Beckman Bridging, and Batten House.



Marshall Road Residences

Marshall Road Residences will provide 50 licensed and assisted living units in the Abbotsford area. The Glacierview Apartments Assisted Living program will provide accommodation, hospitality supports and prescribed services for 20 members. The Skyline Lodge Licensed Housing program will provide accommodation, full hospitality and prescribed services for 30 members. The building construction is due for completion in summer of 2016.



Member Satisfaction

MPA Society is committed to using consumer 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.

We have repeated this survey again for 2016. Surveys were distributed early May 2016. The 2016 survey had a 61.3% return rate, with 811 surveys distributed and 497 returned. This year's data and anecdotal comments are reflected on these pages.



MPA members James Broadfoot and Keith Corkum

"Thank you for all the wonderful things you amazing people do for me every day. I would be so lost without you and your support throughout the years. Many thanks."

"The MPA and SIL program including, especially, the ongoing support from my SIL worker are a most significant life line. The MPA has provided me with fundamental needs and a strong foundation upon which I am able to live a dignified life."

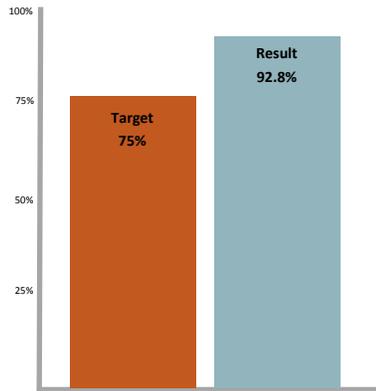
"I am forever grateful for all the services that MPA provides. Specifically housing and outreach. Thank you."

"MPA staff are incredibly nice, helpful and compassionate. Thank you guys very much for your services!!"

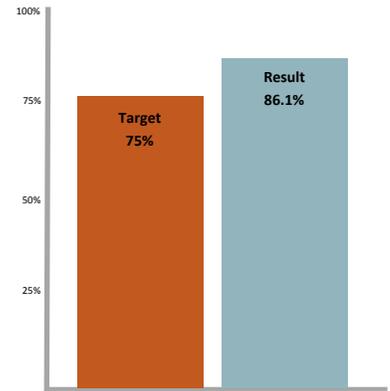
"Thank you MPA and staff. When I first joined, I really needed help. Through the kindness and sincere caring of staff and members, I was able to feel better and move on in my life. Now I know that a life without purpose can be full of suffering and despair - if a person does something, anything - even just showing up for a cup of coffee - It may save their life, change their life. And to have others with them on their path to healing and maybe wholeness makes their journey easier. Home is where the heart is and I believe for many of us, MPA is home."

2016 Survey Results

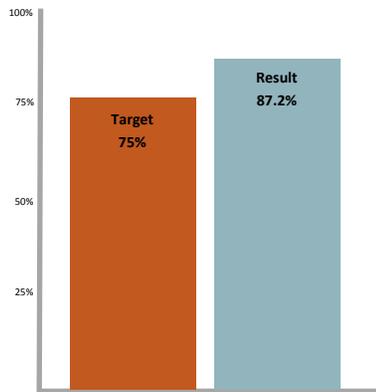
Members feel welcomed at their program/service.



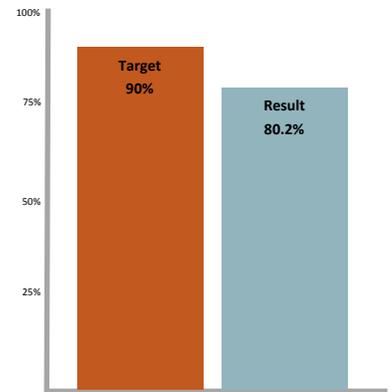
Members experience a home-like living environment.



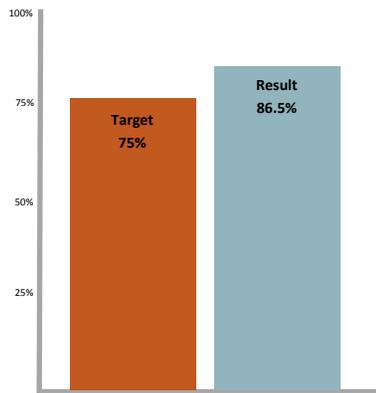
Members receive timely access to programs and services.



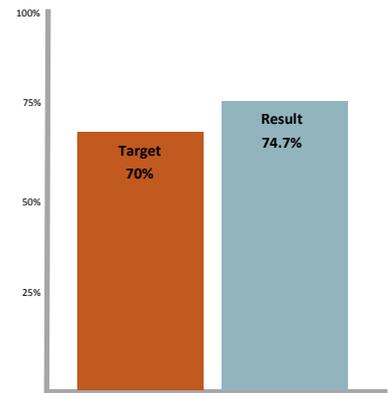
Members participate in decisions and self-determination.



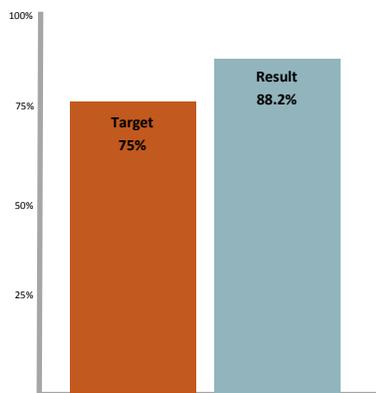
Members are supported by MPA staff to achieve their goals.



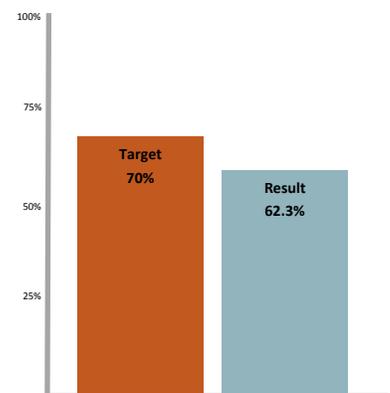
Members are aware of MPA Society's Rights of Persons Served.



Members are satisfied with the supports provided by their program.



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

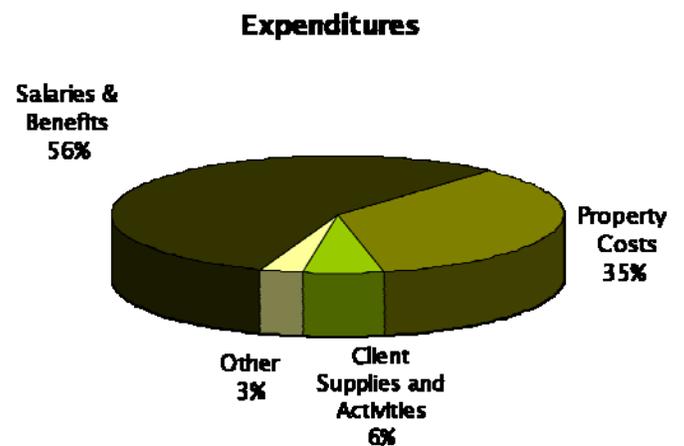
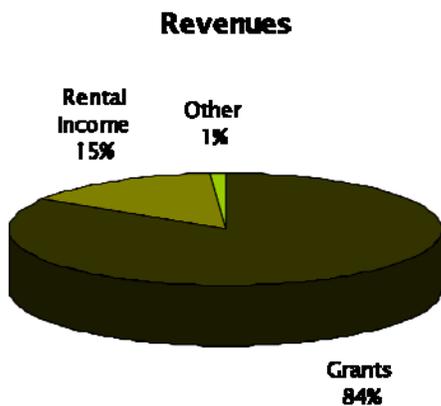


Financial Report

Revenue	2016		2015	
Grants	15,235,619	84%	14,387,148	86%
Rental Income	2,657,950	15%	2,263,823	13%
Other	256,794	1%	141,393	1%
Total	\$ 18,150,363		\$ 16,792,364	

Expenditures				
Salaries & Benefits	10,030,997	56%	9,752,276	59%
Property Costs	6,255,827	35%	5,317,487	32%
Client supplies and activities	1,056,786	6%	969,004	6%
Other	457,077	3%	407,246	2%
Total	\$ 17,800,687		\$ 16,446,013	

Revenues over Expenditures	2016	2015
	\$ 349,676	\$ 346,351



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 2015/16 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.

Accreditation

A survey team from CARF International conducted MPA Society's accreditation survey on November 4th, 5th and 6th. The team visited every MPA Society program location, speaking to members and staff and reviewing the programs for conformance with the CARF standards. In addition the surveyors conducted an in depth review of MPA's administrative functions such as Human Resources, Finance, and IT.

The surveyors noted a number of organization-wide strengths, including positive relationships with funders, strong community partnerships, a dedicated staff group, Board, and leadership team, and a collaborative culture that ensures high quality programs and services for the members. The surveyors' written report highlighted these strengths, provided some consultation, and outlined 28 recommendations to help the agency fine tune some of its practices. Well over one thousand CARF standards were applied and it is an exceptional result to have received recommendations on only twenty eight.

In recognition of MPA's strengths, CARF granted MPA Society a three year accreditation on November 30th. Accreditation from CARF is official, third-party recognition that the organization is guided by internationally recognized standards and best practices.

The agency then developed a Quality Improvement Plan (QIP) outlining specific actions that were taken or will be taken in response to the recommendations identified in the report. The plan was approved by CARF in March and as an organization MPA Society is committed to implementing those enhancements. The management team meets

monthly to collaborate on continuous quality improvement work and other annual accreditation-related activities. To maintain accredited status MPA is also required to submit an Annual Conformance to Quality report on the anniversary dates of the accreditation decision, and as new programs such as Beckman Apartments and Marshall Road Residences open, documentation is provided to CARF to confirm adherence to the same standards so they can be included with MPA's list of accredited programs.

MPA Society has learned a great deal and benefited significantly from the accreditation process. One of the keys to MPA's approach has been using the standards to benefit the members and the organization rather than changing the agency simply to satisfy CARF: it had to work for MPA. Accreditation has served to strengthen the agency and position it well for continued success.



More Information on CARF (Commission on Accreditation of Rehabilitation Facilities) may be found at:

www.carf.org

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

Board of Directors



David Brydon



Ron Byron



Laurie Campbell



Joe Chu



Chris Earle



John Irving



Ian McBean



Jocelyn Palmer



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...

Government Funding

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

Front Cover artwork by Marsden, dated 1976. Adapted from the front cover of the May 1980 issue of MPA's newsletter, *In A Nutshell*.



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