



MPA Society

2018 Annual Report



Front Cover artwork by Mildred Grace German, an MPA member who regularly attends the Art Studio at MPA's Resource Centre. This image is a portion of a larger piece on display at MPA Head Office, and is used with permission.

Table of Contents

Joint Message from the Board Chair and Executive Director	3
MPA Services	4
Program Feature: MPA Art Studio at the Resource Centre	5
Member Satisfaction	6-7
Employee Engagement	8
Program Success Stories	9
Financial Report	10
Board of Directors, MPA Senior Management	11
Funding and Community Support	11
Mission, Vision, Philosophy, Core Values, Beliefs	12

Joint Message from the Board Chair and Executive Director



David MacIntyre
Executive Director



John Irving
Board Chair

Since 1971, MPA Society MPA has been committed to meeting the needs of our Members and supporting people with mental illness to thrive in their own communities. While MPA continues that mission and focus, the agency continues to strengthen the organization, its governance, operational practices, and structure. In recognition of staff being MPA's greatest resource, MPA has continued its focus of being the "Employer of

Choice" and this year has begun a formal employee engagement process which will help guide our work together and further strengthen our Society.

As always, MPA has a commitment to excellence in service. For the fourth consecutive year, MPA has issued a satisfaction survey to all those who receive services from our agency (pages 6-7). 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.

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 Woman'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.

Thanks are also given to the employees of MPA for their commitment and dedication to the Members of our Society.

We thank the volunteer Board of Directors, who freely give their time 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



320 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 Feature

Art Studio at the Resource Centre

The Art Studio, located at the Resource Centre on 7th and Fir, has been running for 9 years. It's open Monday to Friday, 1:30 pm to 4:00 pm; all are welcome and supplies are free of charge. There are approximately 25 artists that come to the studio.

For the past 5 years, the MPA Art Studio has a gallery showing at the Petley-Jones Gallery in Kitsilano. The 2017 show was in November, and displayed over 30 works of art, with sales totalling over \$1000!

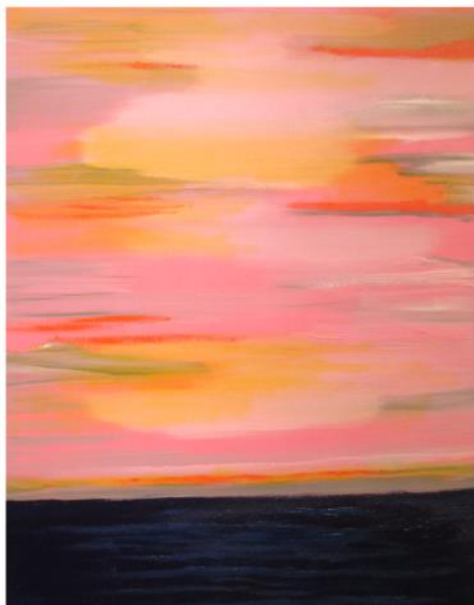
The artwork gracing the cover of this Annual Report was done by MPA Art Studio member Mildred German; the piece was purchased by MPA and is now proudly on display at our head office.

This year, we have partnered with the Vancouver Community Arts Council and will be having two shows! The first show, sponsored by the Vancouver Community Arts Council, will be in August at the Roundhouse; the 6th annual Art Show at Petley-Jones will be held in November 2018.

One of the best parts of the show is for the artists to see their work in a professional gallery. Lighting, proper wall space and a label with the artist's name, title of their work and price is always such a thrill.



Mildred German (artist) and Molly McDonald (MPA Social Programmer) at the Petley-Jones show, along with Mildred's piece, which is featured on the front cover of this report.



*"Deep Blue Sea", Acrylic on Canvas
by Cheryl Morton*

"Thank you for giving me a chance."

"This is so wonderful."

"I can't believe my painting is up in the gallery!"

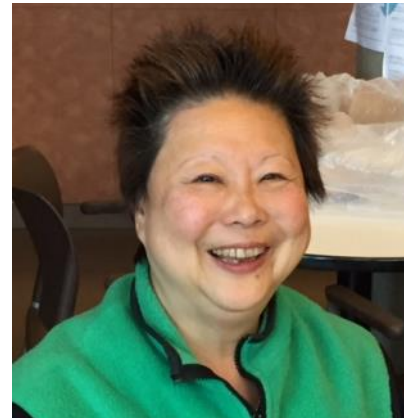


"Opening Night", Acrylic on Canvas, By Joseph Plock

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.

We have now completed our 4th member satisfaction survey, and comparing yearly data helps us gain valuable insight into the services we provide and changes over time. The 2018 survey had a 60.85% return rate, with 894 surveys distributed and 544 returned. This year's data and anecdotal comments are reflected on these pages.



MPA member Anna Lam

"The S.O.L.O. program has given me a hand-up, allowing me to create a home environment which I couldn't have done on my own. I thank you so much."

*"I have a place to stay.
Thank you MPA."*

"I'm thankful for the Resource Centre being open on holidays like Christmas — these days can be difficult if you have no family."

"I feel as though my SSIL worker is joining me on this journey of life. Very well supported!"

"My worker has been very supportive and helpful, and the program is run very well. My worker always finds interesting places to walk or hike when we get together."

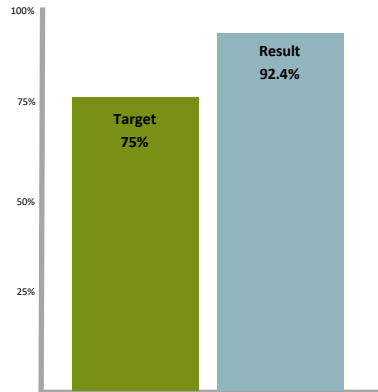
"Thank you for your support — in having a safe and comfortable home and also from my support working in helping me have a fulfilling life."

"MPA is a very important group for the DTES."

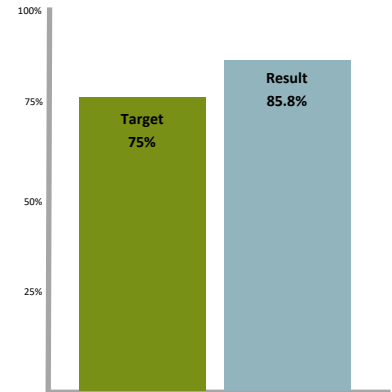
"Since moving into the Hazelwood Hotel, I was warmly welcomed by staff. When trying to access needed services, I promptly received help! I have learned what I was entitled to as a member. I was coached by counselors to apply myself thus gaining confidence and security as an individual. Thank you very much MPA."

2018 Survey Results

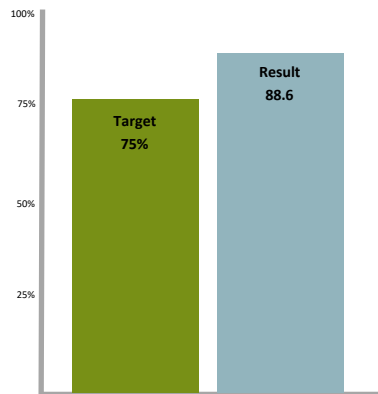
Members feel welcomed at their program/service.



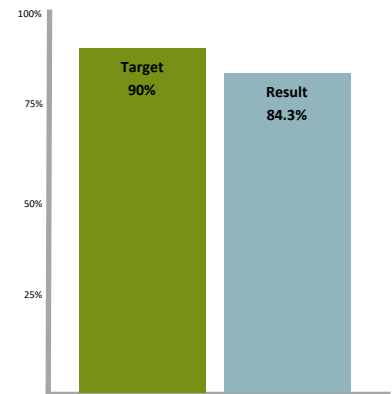
Members experience a home-like living environment.



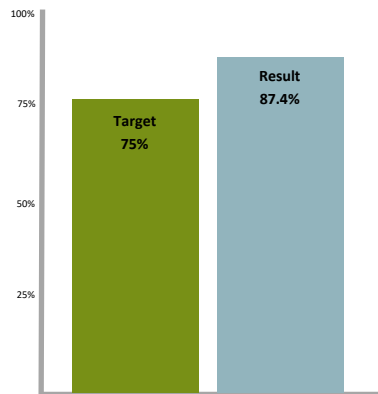
Members receive timely access to programs and services.



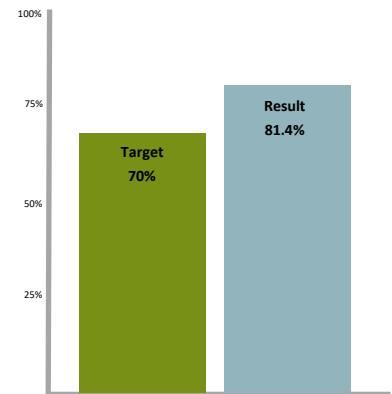
Members participate in decisions and self-determination.



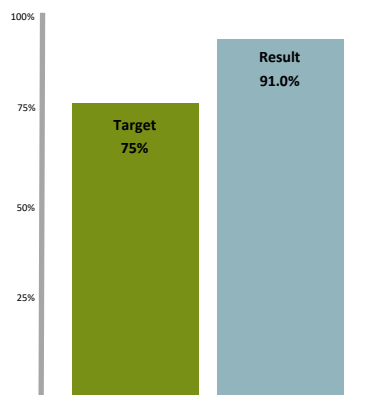
Members are supported by MPA staff to achieve their goals.



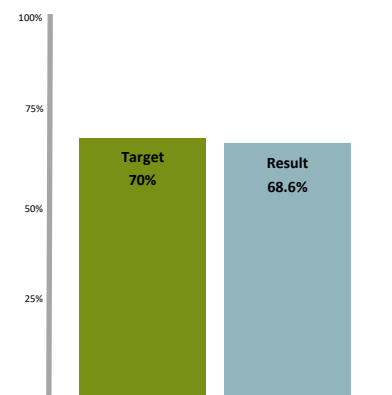
Members are aware of MPA Society's Rights of Persons Served.



Members are satisfied with the supports provided by their program.



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



Employee Engagement

MPA Society underwent our first Employee Engagement survey in November 2017. MPA is committed to being the employer of choice in our sector and we rely on our staff's ideas, thoughts and suggestions to strengthen our community and practices. The survey was an important first step in exploring people's experience at work and for identifying ways to further improve our culture, as we all strive to create a great work environment at MPA.

The survey asked twelve questions about the core areas of engagement, additional questions about leadership and communication, and a set of questions to gather specific feedback and information from our casual staff group.

Overall, MPA staff said our strengths are in collectively feeling connected to MPA's mission in support of the members, and in creating a compassionate, caring environment aligned with our values. Responses to the twelve core engagement questions are being used as the foundation for planning to leverage strengths and improve on areas of opportunity.

Through the survey, we discovered that staff want more opportunities to provide suggestions and input. A dedicated working group was formed to make sure MPA is on the right track in how we respond to the survey data in the specific areas of leadership and communication. The group, consisting of representatives from across MPA Society, met twice to brainstorm ideas, make recommendations, and bring back feedback from their peers. Out of this great work, MPA has developed a concrete action plan that will enhance MPA's leadership and communication practices in support of our 5-Year Strategic Plan. The working group did an amazing job and all their hard work is greatly appreciated.

As an agency we are committed to this process of feedback and improvement, and we intend to conduct another employee engagement survey in the spring of 2019 to ensure the momentum continues.



Left to right: Connie Layugan, Darius Azote, Melody Ondzik, Marieta Valencia, Marion Jamieson, Eleanor Radford, Gurinder Bandesha, Molly McDonald, Andie Verret, Mark MacDonald, Rebecca Hansen, Kim Capri, Steve Sherwin, Nancy McLean, Gary Hayre, Gesa Doerr, Brad Roberts . Unavailable for photo: Kristen Hutchinson

Program Success Stories

Below are selected success stories provided by staff from various programs at MPA. Our Annual Member survey quantitatively measures our program outcomes, but, as you can see, there are many qualitative successes at our programs demonstrating improved quality of life for our members.

Banyan & Tilikum Houses

Members are actively working on improving their own lives by embracing psycho-social rehabilitation principles and programs, learning new skills such as cooking, money management, gardening, reading and writing, peer support, nutrition and daily exercise.

50% of our members have volunteer jobs working many hours weekly in various communities, earning extra money, Improving their self-confidence and belief that they can work and contribute to the community in numerous positive ways.

Members are actively are involved in the community daily using various mental health programs and services, demonstrating independence and forming new social contacts and friendships inside and outside of MPA.

Most importantly the biggest success can be seen daily in their own level of satisfaction with their own lives. The smiles, laughter and humor are contagious. Improved hygiene and dress contribute to the way members carry themselves with more confidence and pride.

Beckman House

One member, Michael, enjoyed camping at Manning Park in 2017 so much that when he heard camping for 2018 was dependent on fundraising and donations, he went straight to work. Michael was always an avid bottle collector and quickly announced he would donate all his earnings to the 2018 camping trip, even adding his own money to top it off. He would make the journey to the depot sometimes daily, always handing in the money with a smile and enjoying watching the amount add up. Michael single-handedly raised over \$500 towards the Manning Park 2018 trip and inspired others to donate \$1000. These added funds not only supported this year's camping trip but freed up fundraising money for other events and activities.

S.O.L.O. Program

The SOLO team has done amazing work in the areas of advocacy, particularly as it relates to supporting clients to navigate complex financial and health related systems. We have seen SOLO participants achieve increased access to important financial resources and we have been able to support folks to engage with intensive health-care programs. In both of these areas, we have seen people have significant improvements to their health, wellness and overall happiness. The SOLO team has also identified that the supportive working relationships they've been able to establish with participants, has contributed to people feeling more stable in their homes, more connected to community, and generally more positive and engaged in their lives.

Hotel Outreach

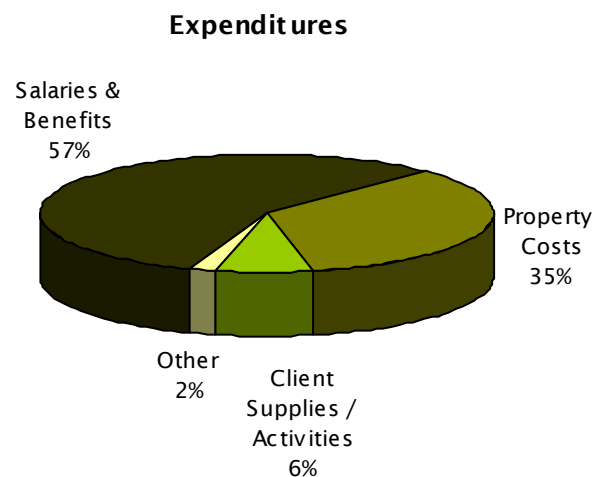
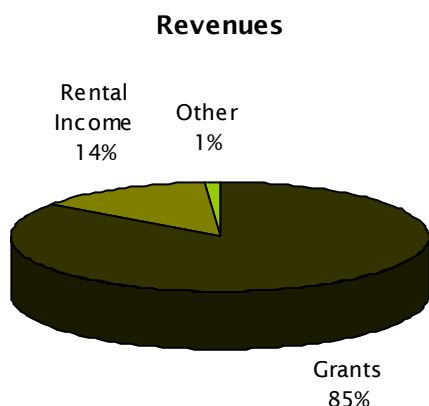
The Hotel Outreach program has several clients that, with the team's involvement and supportive presence, have made positive mental health growth. Being a presence in buildings managed by other parties, the program staff are able to be outside observers and facilitators to support clients in addressing how they manage and cope with their mental health in interaction with their neighbours and other service providers. They have, for example, supported clients with anger management issues in documenting their complaints for their project manager's records as a means for a proactive and productive outlet. In addition, the team has helped members explore additional supports like counseling, anger management classes, and community activities and engagement. Hotel Outreach has created a holistic set of options and supports for those interested, so that they are taken out of environments that are triggering, gain greater self-awareness, and feel more empowered in naming and addressing their feelings.

Financial Report

Revenue	2018		2017	
Grants	18,583,907	85%	17,568,693	85%
Rental Income	3,206,359	14%	2,973,607	14%
Other	178,528	1%	167,324	1%
Total	\$ 21,968,794		\$ 20,709,624	

Expenditures				
Salaries & Benefits	12,304,668	57%	11,692,392	57%
Property Costs	7,298,705	34%	6,947,894	34%
Client supplies and activities	1,414,988	7%	1,297,878	6%
Other	508,375	2%	536,893	3%
Total	\$ 21,526,736		\$ 20,475,057	

Revenues over Expenditures	\$ 442,058	\$ 234,567
-----------------------------------	-------------------	-------------------



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 2017/18 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.

Board of Directors



David Brydon



Ron Byron



Joe Chu



Damian Dunne



Melissa Holland



John Irving



Johnson Ma



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:



BC Housing



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



MPA Society
Administrative Offices
122 Powell Street
Vancouver, BC V6A 1G1
Tel: 604-482-3700 Fax: 604-738-4132
www.mpa-society.org

