



# MPA Society

## 2019 Annual Report



### **Empowerment in Mental Health Since 1971**

Front Cover artwork by Dale, an MPA member who regularly attends the Art Studio at MPA's Resource Centre.

His piece is entitled "Spinning".

This image is used with permission.

# *Table of Contents*

Joint Message from the Board Chair and Executive Director	3
MPA Services	4
Larwill Place: Members Find A Home	5
Member Satisfaction	6-7
Employee Engagement	8
Accreditation	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. The result of this work is an astounding accomplishment that we are pleased to share. In our recent CARF Re-Accreditation Survey with over 1800 best practices and standards, MPA received no recommendations for improvement!

Please see page 9 for more details on this significant achievement.

In recognition of staff being MPA's greatest resource, MPA has continued its focus of being the "Employer of Choice" in the sector and continues with a formal employee engagement process which guides our work together and further strengthens our Society.

As always, MPA has a commitment to excellence in service. For the fifth 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 valua-

ble 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, 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

## 32 programs

Throughout Greater Vancouver and the Lower Mainland

Over 1000 units of supported housing in 17 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,



50 homeless individuals housed through our Homeless Outreach Program



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



Vancouver and Surrey Court programs provide, on average, 225 assists to a variety of individuals every month

# Larwill Place

## Members find a home

Larwill Place opened in November 2018 and hit the ground running. The building is fully tenanted and the new residents have settled in and now call Larwill their home. Having their own apartment with a meal program and caring staff has allowed previously homeless residents to break out of the cycle of food lines and shelters and allowed them to focus on becoming their best selves. In only six months, the staff and residents of Larwill have become a tight knit group; sharing laughter, grief, and everything between. Here are some of their stories...



Sandy was the very first resident to move into Larwill Place and has transitioned very smoothly into her new home. She is supported by the women's centre and has truly made her suite her home. Once or twice a week she is accompanied by her adult daughter whom she is able to spend more time with now that she is housed. Sandy has also been interviewed for an international documentary on Vancouver's Crosstown Clinic with the BBC. Support from the clinic has turned her life around.

Mark and his three-legged dog were identified by the building manager during outreach while tenanting Larwill Place. Both were able to move in shortly after the building opened. During the intake, his dog fell into a deep sleep in the office and was relieved to be inside too. In the last two months Mark has rejoined the workforce full time, managing to work at demolition sites close to Larwill so he is able to return home on his lunch and take his dog for a walk.



Some stories are sad but MPA staff are there to provide support in all situations. Tragically, the beloved dog of a resident passed away. Staff at Larwill place were able to arrange for the cremation of her loved one and ensured she received an urn with the ashes. This would not have been possible had she still been couch surfing and not connected to any resources.

Larwill Place and its residents have been connected to the greater MPA community as well. Harry has been assisted by the MPA Court program. Because of the advocacy and support of Ed at the court house, Harry will be receiving a sentence that likely won't remain on his record permanently.



Roger is a residential school survivor who lost his previous housing because he was incapable of caring for himself. At Larwill Place, his personal care is attended to daily, his suite is cleaned regularly and staff stop by just to chat and make sure he isn't isolated. He enjoys the company and is relieved he no longer has to live with any pests in his apartment. Roger celebrated his 80th birthday while living at Larwill — staff sung him Happy Birthday and he received a card, a cake and balloons.



# 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 5th member satisfaction survey, and comparing yearly data helps us gain valuable insight into the services we provide and changes over time. The 2019 survey had a 60.66% return rate, with 966 surveys distributed and 586 returned. This year's data and anecdotal comments are reflected on these pages.

This year, we increased our targets on a number of member satisfaction measures. In previous years, we had met or exceeded the majority of the targets we set. Setting higher targets for member satisfaction is part of MPA's commitment to continuous quality improvement.

*"I would like to thank the MPA for its work with me over the past many years - years when I was lost. I have now reached a place of self-actualization, of fulfilment and rest. MPA has contributed significantly to this!"*

*"The staff here at Larwill Place are wonderful. Thank you for helping me and giving me a place to live. I am so grateful."*

*"I have been in the SIL program for almost 25 years and have always had the best support."*

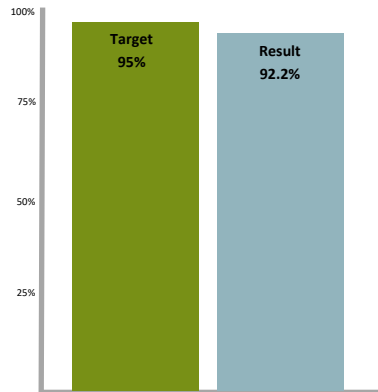
*"This is the best place I've lived in my life; I live in a palace. The staff are so good. We have the best manager — she makes the place so homey. I love Kidder Place."*

*"I am very grateful for the MPA Services I have been getting. The housing support and the feeling of community is a big improvement to my living situation and peace of mind. Thank you very, very much."*

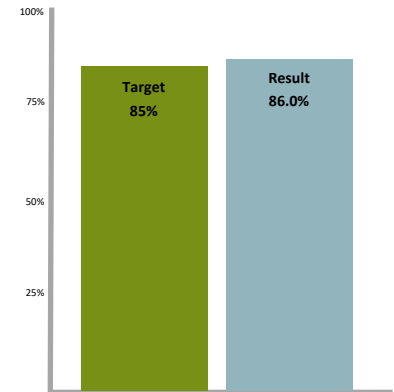
*"I have been a member of the Resource Centre for over a year now and have felt welcomed by staff and clients alike. I've taken part in several programs including the men's group, the food bank, swimming, acupuncture, and the Saturday social. I've made many good friends and this has helped me feel less isolated. I look forward to continuing to frequent MPA in the years to come."*

# 2019 Survey Results

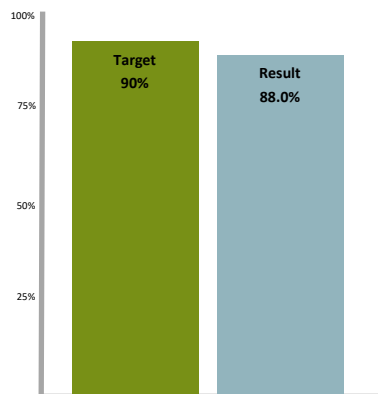
Members feel welcomed at their program/service.



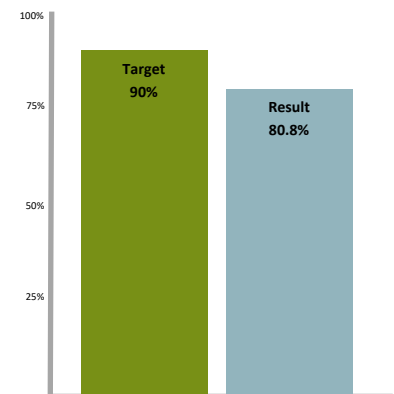
Members experience a home-like living environment.



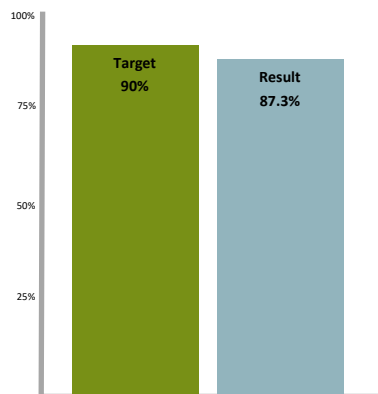
Members receive timely access to programs and services.



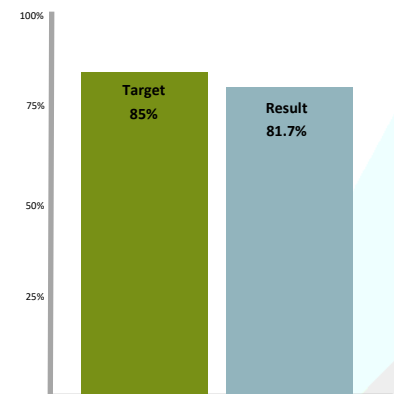
Members participate in decisions and self-determination.



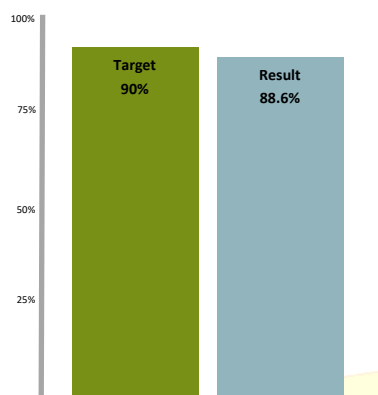
Members are supported by MPA staff to achieve their goals.



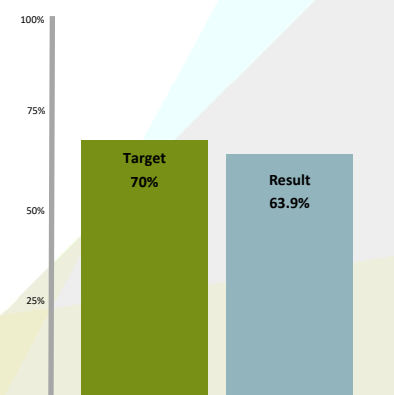
Members are aware of MPA Society's Rights of Persons Served.



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 is committed to being the employer of choice in our sector. We underwent our first Employee Engagement survey in November 2017 as the first step in exploring employee work experience at MPA and identifying opportunities for improvement. The survey results showed remarkable engagement through staff feeling connected to MPA's mission in support of our members, and in creating a compassionate, caring environment aligned with our values. True to our commitment to continuous improvement and in being the employer of choice, there has been a number of new initiatives based on the survey results.

New initiatives include an electronic **Suggestion Box** on our staff portal as a way to gather staff ideas, thoughts and suggestions in order to strengthen our community and practices. Suggestion box submissions are reviewed by our Senior Leadership Team on a weekly basis.

Additionally, working groups formed to create action plans and to address various aspects of the survey results.



Another exciting initiative was the launch of our employee referral program, **MPA Draft Picks**, in September 2018 to provide an opportunity for employees to be more involved and active with our recruitment needs. The program has been extremely successful thus far, welcoming 16 newly hired employees through the program in the first two quarters since its launch.

Most recently, MPA Society's Human Resources department has experienced growth and change to support some of the new Employee Engagement initiatives as well as workforce optimization. We are looking forward to continuing the Employee Engagement projects and initiatives in the months and years to come!

Our second **Employee Engagement Survey** will be in November 2019, but we are looking forward to employee engagement on an ongoing basis and hope that staff won't wait until the official survey to provide feedback! All staff are welcome to engage and be part of continuous improvement through the electronic Suggestion Box!



*HR Team Members: (Left to Right)  
Aja Marleau, HR Assistant;  
Diana Pham, HR Director;  
Michelle Sayers, HR Generalist.*

**Visit the MPA Staff Suggestion Box at:  
<http://www.mpa-society.org/login/suggestion-box>**



# Accreditation

Upon completion of our first survey in November 2015, MPA received a 3-year accreditation from CARF Canada. Accreditation from CARF is official, third-party recognition that the organization is guided by internationally recognized standards and best practices.

At that time, 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.

The agency then developed a Quality Improvement Plan (QIP) outlining specific actions in response to the recommendations identified in the report.

Three years later, a survey team from CARF International conducted MPA Society's re-accreditation survey on September 19, 20 and 21st, 2018. The team visited a selection of MPA Society program locations, speaking to members and staff and reviewing the programs for conformance with the CARF standards. In addition the surveyors again conducted an in depth review of MPA's administrative functions such as Human Resources, Finance, and IT.

Once again MPA was given a full 3-year accreditation, the top result possible! This time, the surveyors provided **no recommendations for improvement**, a true accomplishment we should all be proud of. This is achieved only on approximately 3% of CARF surveys and

demonstrates MPA's commitment to listening to our Members and providing the best possible services and housing.

*“MPA Society, a private not-for-profit organization, demonstrated an exceptionally deep and enthusiastic commitment to its vision, mission, philosophy, core values, and beliefs; to providing quality services; and to continuous quality improvement.*

*Across the programs of MPA Society, members and their advocates expressed an exceptional level of satisfaction with their living spaces and quality of care, the overall caliber of life they experience, and the staff members' immediate responsiveness to them.”*

- CARF Accreditation Report

The full Accreditation Report is available on our website.

MPA continues its history and focus on meeting the needs of our Members and will strive to continue to improve.



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

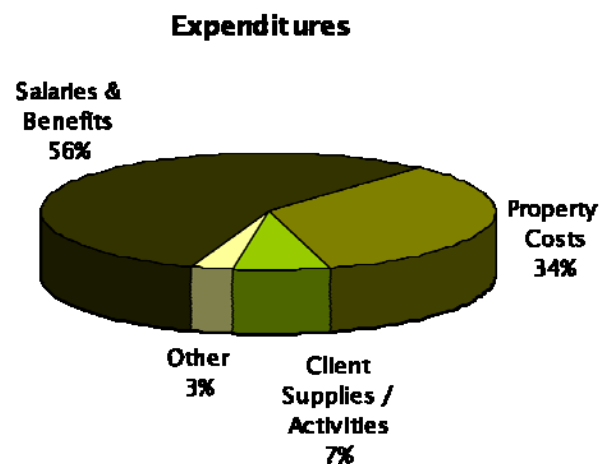
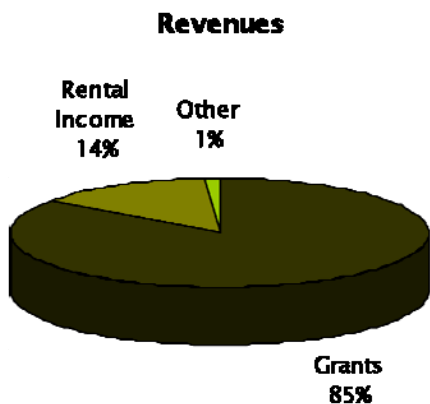
[www.carf.org](http://www.carf.org)

# Financial Report

Revenue	2019		2018	
Grants	20,207,919	85%	18,583,907	84%
Rental Income	3,408,893	14%	3,206,359	15%
Other	368,848	1%	178,528	1%
<b>Total</b>	<b>\$ 23,985,670</b>		<b>\$ 21,968,794</b>	

Expenditures	2019		2018	
Salaries & Benefits	13,132,592	56%	12,304,668	57%
Property Costs	8,035,155	34%	7,298,705	34%
Client supplies and activities	1,646,699	7%	1,414,988	7%
Other	724,686	3%	508,375	2%
<b>Total</b>	<b>\$ 23,539,132</b>		<b>\$ 21,526,736</b>	

<b>Revenues over Expenditures</b>	<b>\$ 446,538</b>	<b>\$ 442,058</b>
-----------------------------------	-------------------	-------------------



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 2018/19 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



Asher Chew



Damian Dunne



Rob Fuller



Melissa Holland



John Irving



Johnson Ma



Jan Robertson



Mary Speer



Matt Toma

# MPA Senior Management



David MacIntyre  
Executive Director



Sue Baker  
Director



Nick Blackman  
Director



Kim Capri  
Director



Justin Sekiguchi  
Director



Elizabeth Hatton  
Director, Finance



Diana Pham  
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



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

