



# MPA Society



## MPA Society 2021–2022 Annual Report

We acknowledge our work at MPA Society takes place on the traditional and unceded territories of the Katzie, Kwantlen, Kwikwetlem, Matsqui, Qayqayt, S'ólh Téméxw (Stó:lō) Nations of the lower mainland, s̓cəwaθən məsteyəxʷ (Tsawwassen), səliłwətaʔ (Tsleil-Waututh), Semyome (Semiahmoo), Skwxwú7mesh (Squamish), Sumas, and xʷməəθkʷəyəm (Musqueam) First Nations.

# Table of Contents

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Joint message — from ED and Board Co-Chairs	3
MPA Services	4
MPA Fact Sheet	5
Program Celebration	6–7
Member Survey Results	8
Member Demographics	9
Finance Report	10
Mission, Vision, Philosophy, Core Values, Beliefs	11



## Empowerment in Mental Health Since 1971



# Message from the Executive Director and Board Co-Chairs



**For the past 52 years, MPA Society has been driven to meet the ongoing and ever-changing needs of our members. This past year has certainly challenged the resiliency of our members, staff and stakeholders in their efforts to maintain the focus on members' goals and program excellence.**

Acknowledging the ongoing pandemic and mandated safety measures, devastating drug poisoning epidemic, climate change disasters and increasing inflationary pressures is critical when looking back at the past year at MPA. Our vision of a society inclusive of people with mental illness and who make choices about their lives and participate fully in their community has been our foundation, but challenges have tested our resolve and the ability to keep that vision in focus.

It is critical to recognize these complex and intersecting struggles when putting into context the inspirational work, generosity of time and energy and dedication to our members, staff and leadership have shown on a daily basis. These efforts resulted in many achievements throughout the year.

## Major accomplishments include:

- 3-year Accreditation with CARF Canada in October 2021,
- Transition to a new Pharmacy Services provider in October 2021,
- Fully vaccinated program staff, leadership and Administration Office including completed vaccine mandate protocol,
- Maintaining health and safety of members and staff with minimal COVID cases, and
- Development of a newly renovated and revitalized MPA website.

Throughout the year, **MPA** collaborated with many 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 Poverty Reduction, The Law Foundation Society 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 dedicated community stakeholders. We wish to thank these groups for their ongoing support.

The past year has also been a time of change at MPA. In particular, our long serving Executive Director, David MacIntyre left MPA in November 2021. We wish to thank David for his long and excellent service to MPA and its members. Nick Blackman was appointed as Acting Executive Director, and has now assumed that role on a permanent basis.

We also genuinely thank the Board of Directors, who volunteer their time and provide valuable knowledge and oversight to our organization. A special thanks to departing Board members: Damian Dunne (Board Chair), Richard Heikkila-Sawan, Melissa Holland, John Irving and David Brydon for their guidance.



**Doug Copland**  
Board Co-Chair



**Damian Dunne**  
Board Co-Chair



**Nick Blackman**  
Executive Director

# MPA Services



**32 Housing and Recreation programs throughout the Lower Mainland of British Columbia, including Vancouver, Burnaby, Port Coquitlam, Maple Ridge and Abbotsford.**

Over 1,100 beds in a variety of housing formats with varying levels of support provided by MPA.

- Over 330 individuals housed and supported in our Supported Independent Living (SIL), Super Supported Independent Living (SSIL), and Supported Outreach Living Opportunity (SOLO) programs.
- Over 260 individuals receive rent subsidy management services.
- 104 individuals live in licensed housing programs.
- Approximately 32 individuals live in group homes.
- 40 individuals live in an assisted living program.
- Over 250 individuals live in apartments, step down programs, or Single Room Occupancy (SRO) units with support.
- Our Hotel Outreach program supports approximately 150 tenants living in Single Room Occupancy units in the Downtown East Side.
- 98 Individuals reside at Larwill Place, a modular housing program located in Downtown Vancouver.
- The MPA Resource Centre located in the Kitsilano neighbourhood of Vancouver provides over 30,000 low-cost meals every year (8,300 during COVID19 imposed restrictions and protocols), as well as providing access to laundry facilities, showers, bags of food, life-skills activities, and social-recreational events.
- The Vancouver, Surrey, and Port Coquitlam Court Services programs assist over 4,000 individuals with mental health challenges to navigate Provincial court each year.

## MPA Staffing

Approximately 375 staff with mental health training or education support the programs and services offered across the 32 sites. This includes approximately 150 regular full-time staff, 65 regular part-time staff and 160 casual or on-call staff.

## Commission on the Accreditation of Rehabilitation Facilities (CARF)

Accreditation is a comprehensive review process that demonstrates our commitment to service excellence, best practices and continuous quality improvement, and it demonstrates accountability to our service users, funding agencies and external stakeholders. MPA has successfully been accredited in 2015, 2018 and 2021. Each accreditation has been for the maximum 3 years, indicating we have met and/or exceeded internationally recognized service standards and best practices. Accreditation is a public statement that our organization strives to ensure our services are of the highest quality.

# MPA Fact Sheet

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## MPA Society

**MPA Society** was formed in 1971 as a drop-in support group and a member-owned communal living group home. 51 years later, we continue as a member-driven organization with about 1,400 members, all of whom have mental health challenges.

Our mission is to inspire hope and support recovery for individuals living with mental illness. **MPA** is an internationally accredited, award-winning not-for-profit organization providing social, recreational, vocational and housing programs that support people in their own communities.

## Funding Partners

**MPA's** annual operating budget is approximately \$30 million in annual funding from Vancouver Coastal Health, Fraser Health Authority, BC Housing Management Commission, BC Ministry of Social Development and Poverty Reduction, BC Ministry of Finance, City of Vancouver and the Law Foundation of British Columbia. MPA is a registered charity.





# MPA Society's Resource Centre: That was Then — This is Now

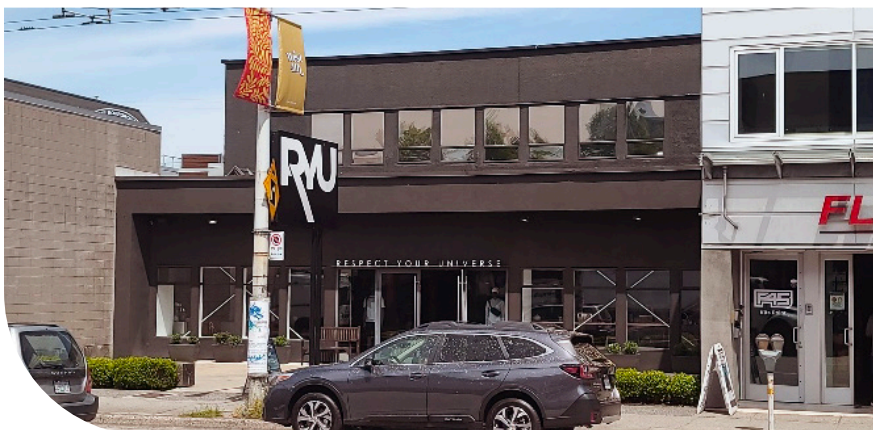


MPA Society's Resource Centre is the organization's oldest community program. The RC opened its doors in 1973 in a rented space at 2146 Yew Street.

Long-time MPA Member, Keith Corkum shares fond memories of the warm space and friendship that welcomed people. This location was home for many years until the building went up for sale and the Resource Centre was forced to relocate.

The new location at 1733 West 4th Street offered a community kitchen and backyard.

Keith recalls the addition of meals being a valuable resource but he especially appreciated the opportunity for members to be able to fix and restore items there, including mending clothes or cushions, repairing bicycles and tools or small appliances and furniture.



In 2012, MPA Society's Resource Centre moved to its current, purpose-built location, when again, the rented space was sold. Keith describes the RC at 2275 Fir Street as more organized and with more activities. "It is less of a living room but still continues to honour the theme that has existed since the inception of MPA's Resource Centre: **A welcoming space, where people can enjoy friendship, activities and support in a safe, non-judgmental environment.**"



MPA Resource Centre staff have much warmth for and express heartfelt appreciation for the members who attend the space. RC Members expressed their gratitude during the most recent anonymous Member Survey. Here is a sample of what they said:



I feel very welcome here and look forward to what the future will bring!



I feel welcomed whenever visiting MPA RC. Thank you!!!!



As for meals it's good meal for \$2 the price has not gone up for 10 years. I am thankful the support has been great no complaint. I feel grounded for the first time in many years. Cheers

We couldn't write about every incredible MPA Program for this Annual Report. However, the appreciation of MPA Programs extends far beyond just the Resource Centre. Here is a small sample of what Members from other MPA Programs had to say:



I love my house!



Very happy with MPA. Thank you.



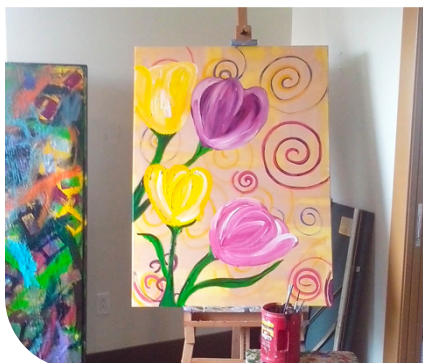
I am a new member but so far have felt very welcomed.



I enjoy living in my home managed by MPA.



All the staff try and work very hard to help each of us. They do an amazing job.





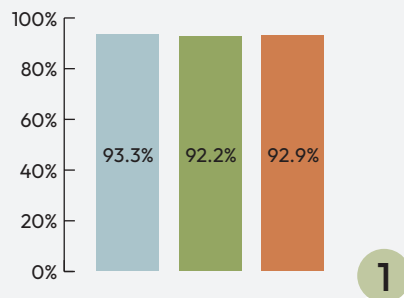
# Member Survey Results



**Results Year Over Year** — A different COVID-19 survey was conducted in 2019/20. No survey was conducted in 2020/21.

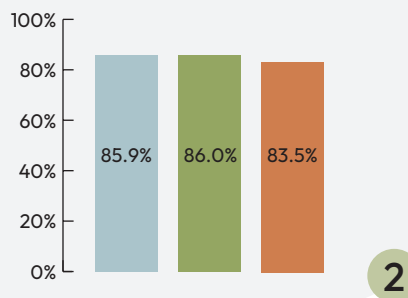
2017-2018      2018-2019      2021-2022

Members feel welcomed at their program/service. (Target: 95%)



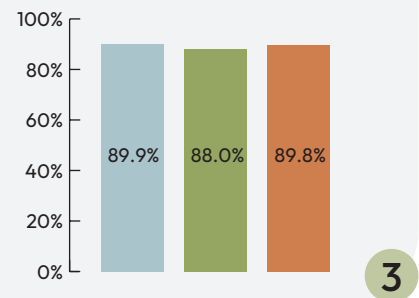
1

Members experience a home-like a living environment. (Target: 85%)



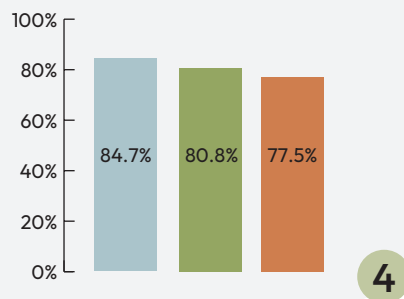
2

Members receive timely access to programs and services. (Target: 90%)



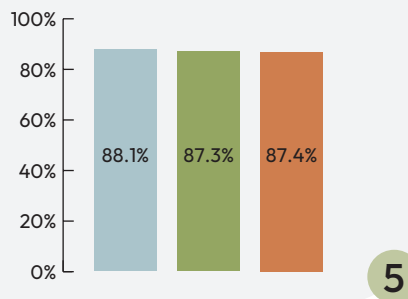
3

Members participate in decisions and self-determination. (Target: 90%)



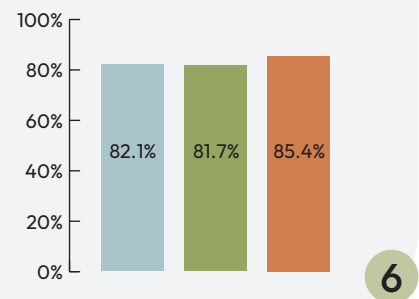
4

Members are supported by MPA staff to achieve their goals. (Target: 90%)



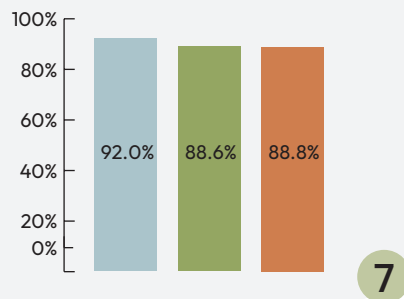
5

Members are aware of MPA Society's Rights of Persons Served. (Target: 85%)



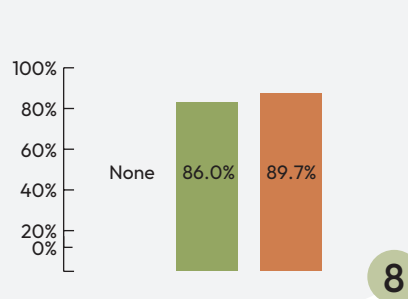
6

Members are satisfied with the supports provided by their program. (Target: 90%)



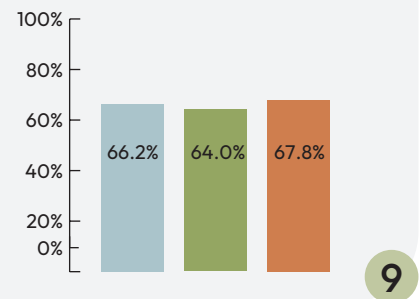
7

Members receive necessary support and services to assist with managing alcohol & drug use.



8

Members are satisfied with meal portion, flavour, and variety of choice. (Target: 90%)



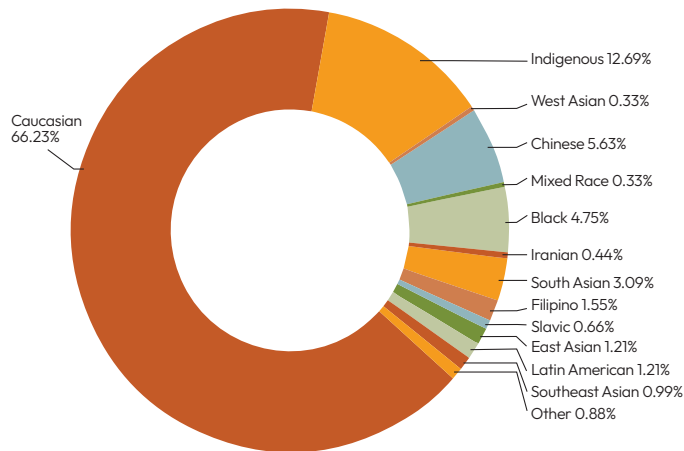
9



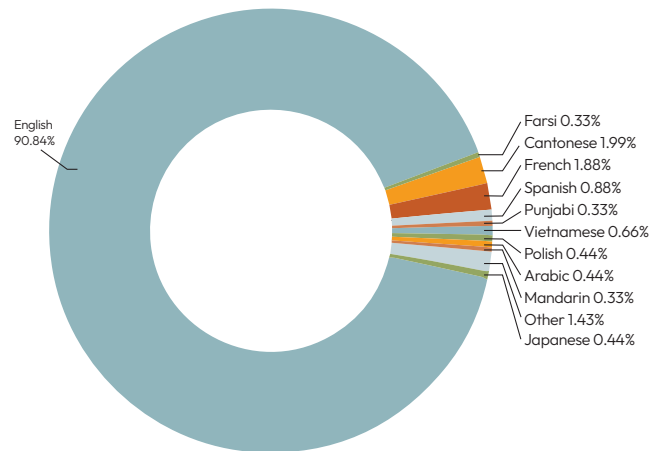
# Member Demographics



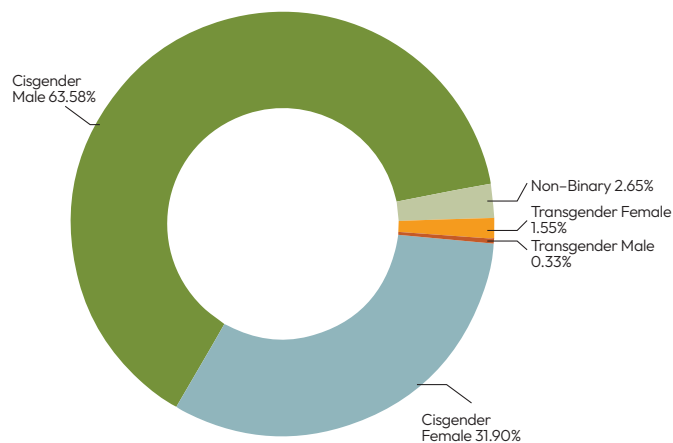
## Member Ethnicity



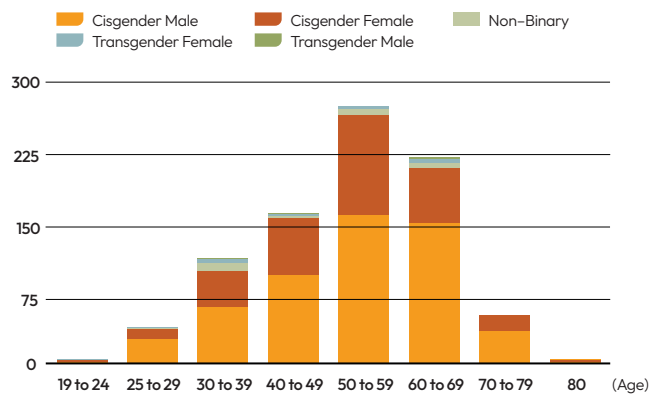
## Member Primary Language Spoken



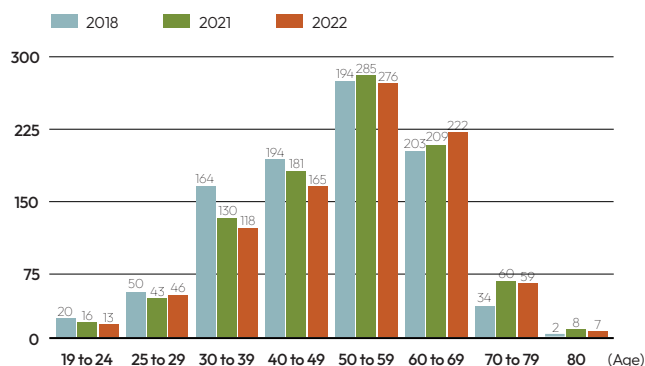
## Member Gender



## Member Age & Gender



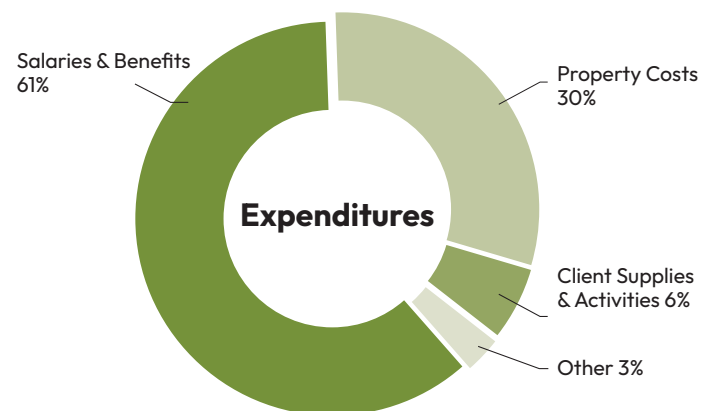
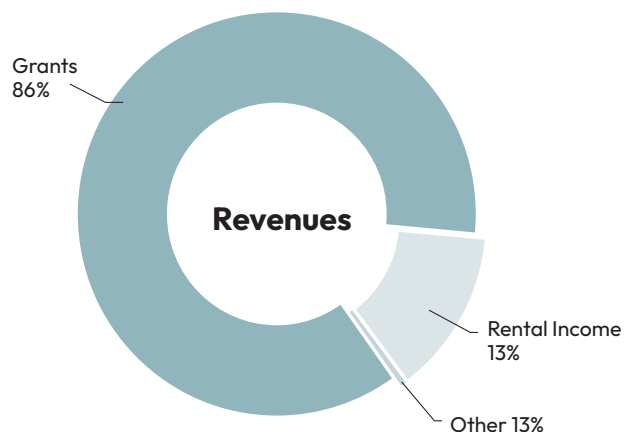
## Member Age



# Finance Report



Revenue	2022		2021	
Grants	25,332,506	86%	24,321,161	86%
Rental Income	3,988,151	13%	3,806,423	13%
Other	211,485	1%	191,041	1%
<b>Total</b>	<b>\$ 29,532,142</b>		<b>\$28,318,625</b>	
Expenditures	2022		2021	
Salaries & Benefits	18,514,345	61%	16,980,666	60%
Property Costs	8,733,951	30%	8,407,274	30%
Client supplies and activities	1,764,007	6%	2,120,530	8%
Other	737,109	3%	514,602	2%
<b>Total</b>	<b>\$ 29,749,412</b>		<b>\$ 28,023,072</b>	
<b>Revenues less Expenditures</b>	<b>\$(217,270)</b>		<b>\$295,553</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 2021/22 fiscal year MPA experienced a deficit. This deficit is the result of expenditures in the year from established financial reserves allocated for strategic purposes. The deficit does not reflect the results of operation of programs and services, which as in prior years remains positive, nor does it materially impact the financial health of the Society.



# Mission Vision Philosophy Beliefs

## 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.

## Vision

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

## Philosophy

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

## Core Values and Beliefs

### MPA Society values

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

### MPA Society believes

- 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

# Annual Report



Front Cover artwork by Dale Flett, an MPA member who regularly attends the Art Studio at MPA's Resource Centre. His piece is entitled "Untitled" and is the exploration of how he can manipulate paint. **This image is used with permission.**