

2020 Annual Report



Empowerment in Mental Health Since 1971

Front Cover artwork by David Peterse, an MPA member who attends the Art Studio at MPA's Resource Centre. His piece is entitled "Fading Away". This image is used with permission.

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



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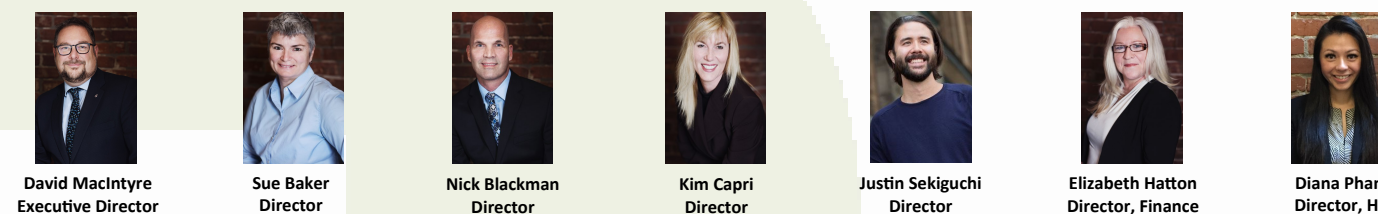
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Board of Directors



MPA Senior Management



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:

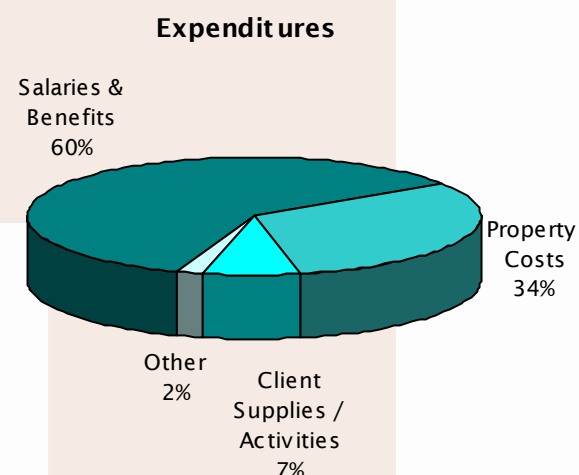
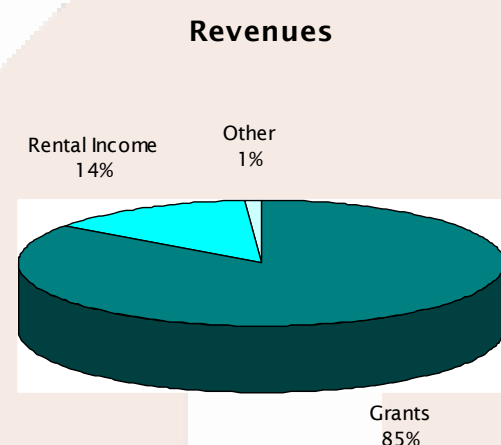
MPA Society and its members would like to extend a thank you to all community members who contribute by a donation of food, cash, a gift-in-kind, new clothing, or by volunteering. You are helping to ensure that each person who comes to MPA Society, now and in the future, is able to receive the support and service they need.

Financial Report

Revenue	2020		2019	
Grants	23,353,297	85%	20,207,929	84%
Rental Income	3,806,423	14%	3,408,893	14%
Other	239,763	1%	368,848	2%
Total	\$ 27,399,483		\$ 23,985,670	

Expenditures				
Salaries & Benefits	16,169,951	60%	13,132,592	56%
Property Costs	8,381,567	31%	8,035,155	34%
Client supplies and activities	1,890,303	7%	1,646,699	7%
Other	551,646	2%	724,686	2%
Total	\$ 26,993,467		\$ 23,539,132	

Revenues over Expenditures	\$ 406,016	\$ 446,538
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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 2019/20 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.

Joint Message from the Board Chair and Executive Director



David MacIntyre
Executive Director



Damian Dunne
Board Chair

Since 1971 MPA Society has been committed to meeting the needs of our Members and supporting people with mental illness to thrive in their own communities. The importance of that mission has never been clearer than in 2020, during a worldwide pandemic. MPA as a community of Members and staff, have come together to support each other in these challenging times. As a community, MPA has adjusted to the ever-changing situation and has clearly demonstrated the resilience, commitment and dedication that defines MPA. We wish to thank all staff, volunteers and Mem-

bers for their perseverance, courage and commitment to the wellbeing of others. While inspiring, it demonstrates the strength of the MPA community and recognizes the importance of working together.

While MPA continues its important mission, even in the hardest of times, 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 for the second time initiated a formal employee engagement process which will help guide our work together and further strengthen our Society.

As a CARF Accredited agency, MPA has a commitment to excellence in service. This year MPA postponed our Annual Satisfaction Survey to focus on our Members current needs and experience during the pandemic. The results on pages 6 and 7 clearly demonstrate MPA's success in addressing these needs and provides an overview of the impact of the pandemic on our Members.

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 At a Glance

32 programs

Throughout Greater Vancouver and the Lower Mainland

Over 1100 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



Vancouver, Surrey and Port Coquitlam Court programs provide, on average, 225 assists to individuals every month

50 homeless individuals housed through our Homeless Outreach Program



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

...over 2600 social-recreational activities, including fitness, crafting, painting, games, acupuncture, outings, gardening and peer support meetings,



Banyan House Members and Staff—"Team Banyan"



Banyan House first came into fruition in 1992 when an individual named Mel Henderson co-founded a program for men with serious mental health conditions needing a higher level of care. Ten years after its inception, MPA took over the program in 2002. Now, 18 years later, Banyan House, which was once referred to as the program for the "Hard to House", is a solid group of long-term members and staff that call themselves "Team Banyan".

Team Banyan consists of 6 members have that been there between 4 to 28 years and 7 dedicated regular and casual staff. There are 3 shifts throughout the day, 7:00am-3:00pm, 11:00am-7:00pm and 3:00pm to 11:00pm. Jason Procyshyn, Nurse Manager, describes Banyan House as an "extended family" and "an environment where everyone can thrive". Team Banyan has built a philosophy around freedom of choice where no one feels restricted to work within set guidelines or based on past practices. Each member of Team Banyan is always looking for new things to try and are extremely proud of the safe, inclusive and trust-focused environment they have built. In order to be successful at Banyan House, one must be consistent, have a sense of humour, a flexible mindset, be able to multi-task and have a caring attitude.

The staff at Banyan House go the extra mile for the members and give them the love, care and connection they deserve. The members work with the staff daily on PSR activities such as; goal-setting, building individualized plans, cooking, singing, painting, gardening, exercising and volunteering in their community. They have weekly check-ins as a group and do peer support with one another. The most exciting thing that the staff describe about being a part of Team Banyan is that everyone is encouraged to showcase their passions and talents on a daily basis. One of the most loved activities by all is Pasta Friday which takes place every Friday and is prepared by one of the members. Florin Ragazan, a Mental Health Worker who has been with Banyan House for 16 years, is the house barber, providing personalized haircuts for the members. Edwin Sangalang, a Mental Health Worker who has been with Banyan House for 18 years, built all of the planters for the garden from scratch. Edwin describes the best part of working at Banyan House is being able to see the milestones and progress from the members and that they are not afraid to try new things.



Edwin, Jason & Florin.

So what's the next big thing on the radar for Banyan House? Well, it's harvesting their garden and enjoying the vegetables and herbs that everyone has dedicated countless hours growing. Also, continuing with community integration, several of the members participate in volunteer activities throughout their community and this is something that has grown over the last few years. Lastly, it's continuing to be the best-dressed group at the Christmas Party that are not afraid to hit the dance floor!

Employee Engagement



MPA MPA Society is committed to being the employer of choice in our sector. We underwent our first Employee Engagement survey in November 2017 where we observed an above average participation rate of 49% of employees participating in the survey. Our first survey reflected remarkable employee engagement levels and resulted in inaugural discussions and implementation of a number of new initiatives.

Being true to our CARF accreditation and values of striving for continuous quality improvement, we underwent our second Employee Engagement Survey in November 2019 where we saw a significant increase in participation to 59% of employees. Our second survey also reflected increases in employee engagement levels across all areas and all programs of the agency.

The staggering increase in participation and improvements in engagement ratings were largely due to the ongoing work that followed the 2017 survey, and implementation of new initiatives including the electronic Suggestion Box, Administration Office Open House, All Staff Meeting, staff participation in MPA's Recruitment Video, staff holiday party in Fraser Valley in addition to Vancouver, career development resources in development, MPA Draft Picks, and various other day-to-day changes to improve engagement and communication!



Although the COVID-19 pandemic has delayed our plan for actioning the 2019 Employee Engagement Survey results, we will be reinitiating discussions and action planning at both program and organizational wide levels in the future through our new IT platform. MPA Society will continue building on our strong foundation and strive for being the Employer of Choice by engaging staff at all levels of the organization.



To watch our Recruitment Video, visit our website today or enter the following address into your internet browser: <https://youtu.be/JOgrljdfCmo>

Facts about MPA

MPA Society was formed in 1971 as a drop-in support group and a member-owned communal living group home. Over 45 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, advocacy and housing programs that support people in their own communities.

Funding Partners

We receive over \$23M in annual funding from Vancouver Coastal Health, BC Housing Management Commission, Fraser Health, BC Ministry of Social Development & Poverty Reduction, BC Ministry of Finance, the City of Vancouver, Service Canada, and the Law Foundation of BC. MPA does not actively fund-raise, but we are a registered charity and gratefully accept donations.

MPA Services

- 32 Housing, Recreation, and Advocacy programs throughout the Lower Mainland of British Columbia.
- Over 1,100 beds in a variety of housing formats with varying levels of support provided by MPA:
 - ◊ Over 300 individuals housed and supported in our Supported Independent Living (SIL), Super Supported Independent Living (SSIL), and Supported Outreach Living Opportunity (SOLO) programs.
 - ◊ Over 300 individuals receive rent subsidy management services.
 - ◊ Over 100 individuals live in licensed housing programs.
 - ◊ Approximately 25 individuals live in group homes.
 - ◊ Approximately 40 individuals live in an assisted living program.
 - ◊ Over 125 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, 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.

Communities Served:

- ◆ Vancouver
- ◆ Burnaby
- ◆ New Westminister
- ◆ Coquitlam
- ◆ Port Coquitlam
- ◆ Surrey
- ◆ Maple Ridge
- ◆ Abbotsford
- ◆ Mission

MPA Staffing

Approximately 380 staff with mental health training or education support the programs and services offered across the 32 sites. This includes approximately 145 regular full-time staff, 65 regular part-time staff and 170 casual or on-call staff.

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. This survey has been repeated annually, and has provided invaluable feedback from members on our services.

The 2020 Member Survey was put on hold in March when the COVID-19 pandemic hit British Columbia. MPA staff devoted themselves to responding to restrictions and keeping our members and staff safe and healthy. By July, 2020, it was clear that we would be living with COVID-19 for some time to come, and we chose to seek input from our members on how the pandemic has affected their lives and their services and programs at MPA.

We had over 300 surveys returned to us, which is a response rate of approximately 33%. We asked members to rate their agreement or disagreement with a number of statements. The charts on the next page present the results from the rating questions on the survey.

In addition, we asked members to tell us, “If there is a second wave, how can we best support you?” as well as provide any other comments they might have. Below are some quotes from the anecdotal responses we received from members.

MPA is proud to support our members, staff, and community during these uncertain and challenging times.

“Thank you for the support we all have gotten from all of you. Thank you for staying strong during this time. Stay safe!”

“Staff did a great job of staying in contact via text and email during the lock-down. In person visits were conducted safely. Responded to requests for help very quickly.”

“The staff in my boarding home are thoughtful of me and treat me with respect and dignity. They knew just what to do.”

“So far, MPA has been the best supportive housing I have had. I feel safe at my MPA group home.”

“I don’t think there could be better support. In a case of full confinement, the support would be just as good.”

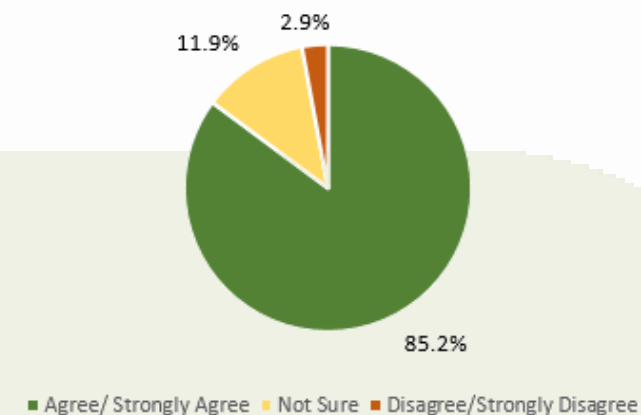
“You guys and gals are a great team and I really appreciate the community you create here.”

“You guys nailed it the first time, sure you will again if necessary.”

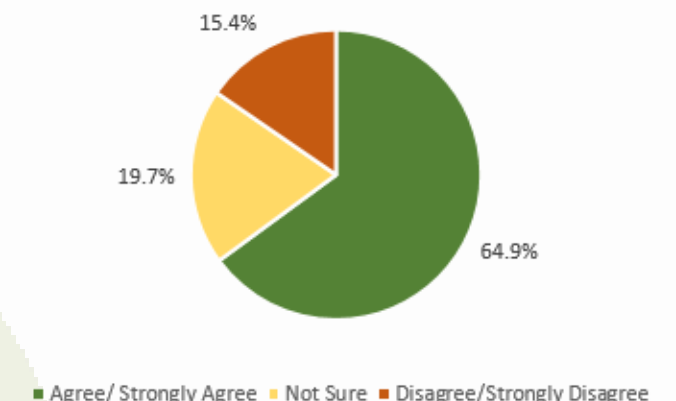
“MPA is a life saver! My support team are superb and truly miracle workers. Their professionalism and effective management of my needs during the pandemic was beyond extraordinary. They responded to critical and life-threatening situations with calm and compassionate care. The pandemic unveiled a lot of systemic problems, but it also revealed what works and people who genuinely care about other human beings in dire situations. They deserve medals for their work at MPA!!!”

2020 COVID-19 Service Impact Survey

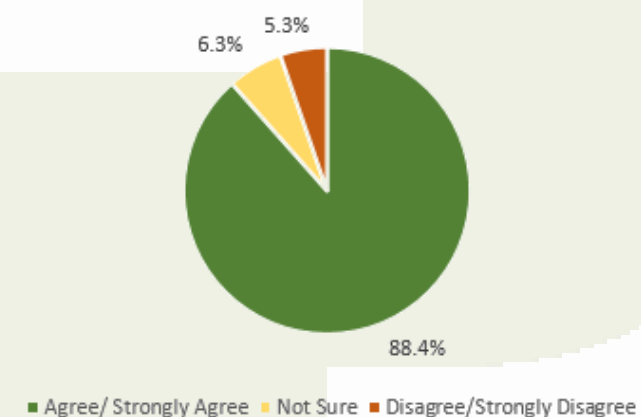
Overall, MPA has responded well to the COVID-19 pandemic



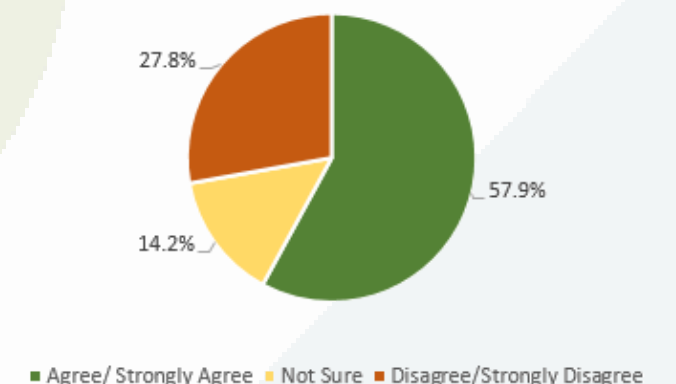
COVID-19 had a significant impact on my MPA program or service



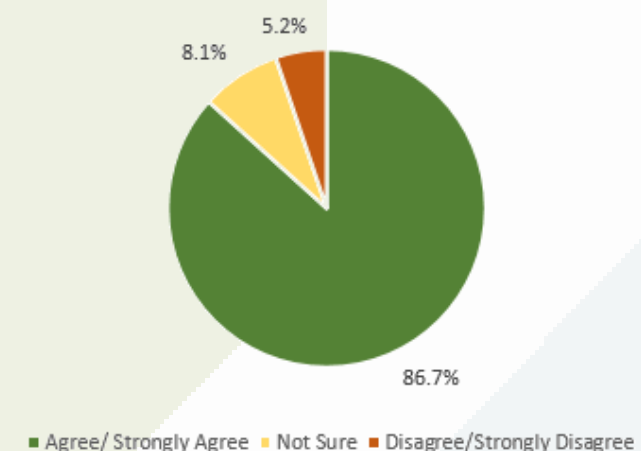
MPA Staff have been supportive to me during the pandemic.



Since the pandemic started, I feel more isolated and/or lonely.



I feel safe at my MPA program or service.



Overall, I am satisfied with the program/services provided by MPA.

