



MPA Society

2021 Annual Report



Empowerment in Mental Health Since 1971

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

His piece is entitled "Look" and is the exploration of how he can manipulate paint.

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MPA Society During the COVID-19 Pandemic



The information included in this year's Annual Report in some ways feels surreal. There are the usual features: Greetings from the Board Chair, Executive Director's Message, Financial Report, Etc. Business as usual, right? Well, yes and no. On the one hand, MPA programs and services continued to deliver exemplary services, as we have always done. We adjusted and adapted our procedures to ensure that operations responded to provincial orders so that health and safety of our members and staff were prioritized. We provided housing, advocacy, and mental health services. On the other hand, much was far from normal.

As was the experience for everyone, relationships were physically distanced, social, and recreational interactions were reduced and gatherings and visits were suspended. This was hard on everyone. Pair this with other existing challenges such as mental illness, homelessness and poverty and there were many painful hardships and losses. Our hearts will always hold a place for those whom we lost during the pandemic.

Our MPA staff team is exceptional and not enough good can be said about them during this difficult time. They were flexible: every program had to adjust how they delivered services to our Members. They persevered: fear of getting COVID was very real and despite this, our staff attended the worksites demonstrating their courage and commitment and they came to work expressing their gratitude for being able to continue to make a difference. They were patient: our Members were confused and frustrated about how guidelines changed, freedoms were reduced and interactions became choreographed - all in the name of safety - and our staff patiently, reassuringly, and repeatedly spent time explaining why we were doing the things we were.

As we start moving towards a hopeful future that sees a return to the way things were, we will likely look back at this time with many thoughts and reflections. An MPA mental health worker summed it up perfectly, stating, "This was a time that showcased how strong our community is. We came together. We were there for each other. There was support at every level."



Joint Message from the Board Chair and Executive Director



David MacIntyre
Executive



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. In the last year and a half, 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 Members 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. Through caring, taking care of each other, and following recommendations, the MPA community weathered the storm incredibly well with relatively few cases of COVID. This could only happen with the commitment of everyone! Thank You!

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 continues to work to further strengthen our Society and engagement with employees.

As a CARF Accredited agency, MPA has a commitment to excellence in service. This fall MPA will be completing our third external audit of our programs and services through CARF Canada. Accreditation is a demonstration of our commitment to providing the best supports and services to our Members, is a commitment to staff and a demonstration of the highest level of care to our funders and stakeholders.



As MPA enters our 50th year, we note the incredible growth and development of the agency since we began in 1971. MPA is now recognized as “an excellent service provider and safe place for government to invest taxpayers’ dollars”. We also have seen significant developments in the fields of mental health and addictions. MPA will work to continue to lead the field and will continue to develop and improve over time, based on our founding principles of dignity, respect and individual growth.

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 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...

153 tenants supported by our Hotel Outreach program



...more than **8,300*** meals



*reduced due to COVID19 protocols

(50¢ breakfasts and \$2 dinners),



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

...over 5,000 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 **650*** showers, **300*** loads of laundry, and 9,000 shower and hygiene items distributed.

Facts about MPA

MPA Society was formed in 1971 as a drop-in support group and a member-owned communal living group home. 50 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 \$24M 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 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.
 - ◇ Over 100 individuals live in licensed housing programs.
 - ◇ Approximately 32 individuals live in group homes.
 - ◇ Approximately 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.

Communities Served:

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

MPA Staffing

Approximately 395 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 180 casual or on-call staff.

MPA Society Celebrates 50th Anniversary!



“MPA Society – Empowerment in Mental Health since 1971.”

Empowerment: having the knowledge, confidence, means or ability to do things or make decisions for oneself. The process of becoming stronger and more confident, especially in controlling one’s life and claiming one’s rights. MPA Society.

The past 50 years have borne witness to significant changes regarding societal attitudes, approaches, and understandings of mental illness and MPA Society has been at the forefront of many of these efforts. Talking openly and honestly about mental health and increasing efforts to destigmatize mental illness have experienced progress and efforts have translated to an increase in community support and funded services. At MPA Society, our growth and

expansion of programs offered make us almost unrecognizable from the organization we were in 1971. The attached graphic offers a snapshot of some of the supports MPA Society offers today. We have come a long way.

The past 50 years are also a story of what has not changed; most importantly, our organization’s commitment to remaining true to the principles and approaches that unified our founders and we proudly continue to embrace and ensure these guide us as we move forward.

Community – MPA has always been committed to not only being *in* the community but being *of* the community. Our Members, since our inception, embrace genuine community participation and involvement in everything we do. We welcome these inclusive relationships and are enthusiastic partners. This has always been and will always be our way. Whether we are meeting with members of a Community Advisory Committee regarding one of our housing sites, displaying our member’s art in a local commercial gallery, celebrating an annual picnic at Stanley Park with our members or building community with neighbouring tenants in one of our apartment blocks, participatory inclusion is one of our fundamental beliefs.

Accountability – While our founding movement was based out of protest, there was then (and remains today) an emphasis on accountability and personal responsibility. This is true at all levels of the organization. Accountability is ingrained in how we operate, both informally and formally. Our members are aware of the consequences of attracting negative attention and the reality that our structured presence in any community rarely goes unnoticed. To that end, they are motivated to hold themselves and each other accountable and work especially hard to be good neighbours. The organization regularly invites local area law enforcement to offer feedback about any impacts they identify as a result of MPA programs being present in a community and we are regularly advised there are none. MPA Society achieved CARF accreditation in 2015 and has maintained the highest level since that time. In addition, we receive a clean audit every year, acknowledging our excellence in financial stewardship. Our Board and Leadership detail risk management and governance plans and update these as part of a regular schedule.

Empowerment – MPA was founded on many of the principles of psychosocial rehabilitation, even if we didn't call it that back then. Our Members are much more than their illness and they are encouraged to choose their own recovery path and make decisions for themselves. The role of MPA staff continues to be to present options, identify consequences and advocate for increased opportunities. Involving people with lived experience is encouraged at every level of organization, including as recipients of service, members of staff, as volunteers and as members on our Board. Member's suggestions translate to activities and services offered at MPA programs.



Member's identified needs and demographic profiles guide strategic directions and inform operational plans.

Over time, almost all non-profit organizations face the temptation to stray from their mission in pursuit of funding opportunities that facilitate growth. Our organization is grateful for the stakeholder input we have enjoyed over the past 50 years, which has guided us to stay true to our purpose and walk away from temptations that did not fit our mandate. Our evolution and growth have been purposeful, thoughtful, considerate, and significant.

Any anniversary that celebrates half a century of excellence achieved through continuous quality improvement deserves celebration. Although COVID-19 has interrupted a formal celebrated gathering for now, there are so many partners who are part of the MPA community that we invite to share in our milestone:

MPA Members – we celebrate your courage, perseverance, and willingness to speak up!

MPA Staff – we celebrate your creativity, dedication, and enthusiasm! You are our “work family.”

MPA Leadership – we celebrate your vision and detailed attention to opportunities and influences that guide decision making.

MPA Board of Directors – we celebrate your generosity and the expertise you provide as you guide our governance.

Community Partners – we celebrate the relationships we enjoy that work towards our mutual goals.

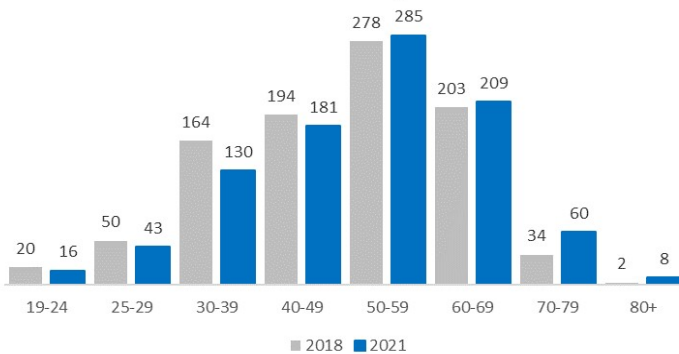
Our celebration is only possible because of you.

As we pause to recognize the tremendous accomplishments of MPA Society's past 50 years, we know our work is far from done. The power of our shared commitment and the depth of the relationships we enjoy energize us to keep moving forward so we can continue to celebrate the journey and our achievements together.



Member Demographics

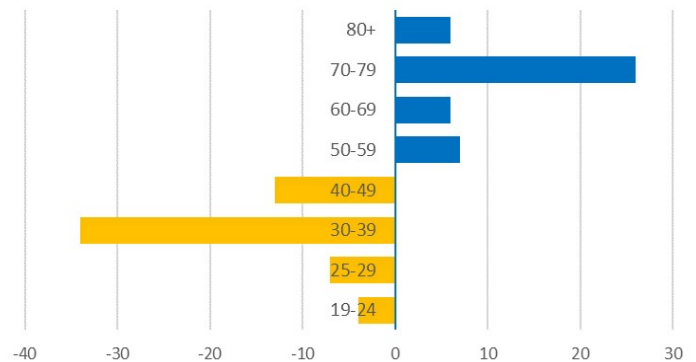
Member Age



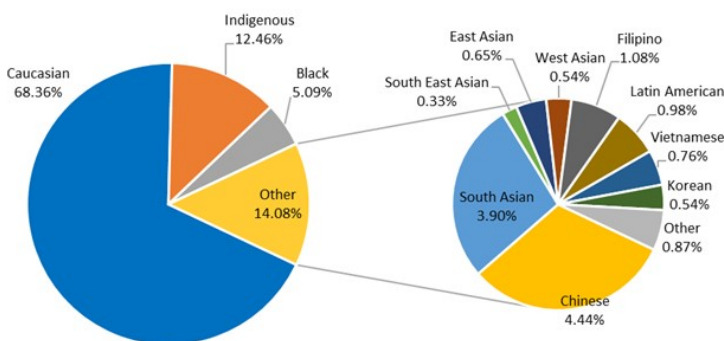
Who we are at 50....

As with many communities, the MPA community is aging. In 2021 over 60% of our membership is over the age of 50 (2018: 55%). An MPA priority will be focusing on opportunities to support healthy aging in place for our members.

Change in Age: 2018 to 2021



Member Ethnicity

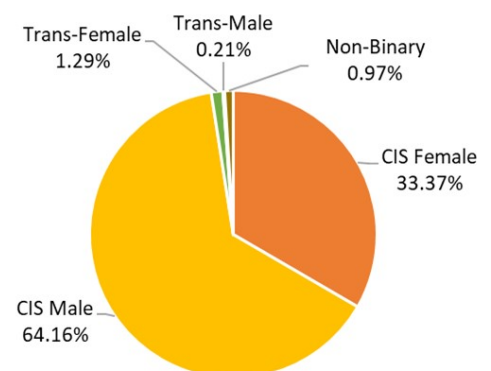


Who we are at 50....

We are also a group with growing cultural and gender diversity. MPA's Cultural Humility Plan creates initiatives and activities to cultivate greater awareness and to strengthen member relationships and experiences.

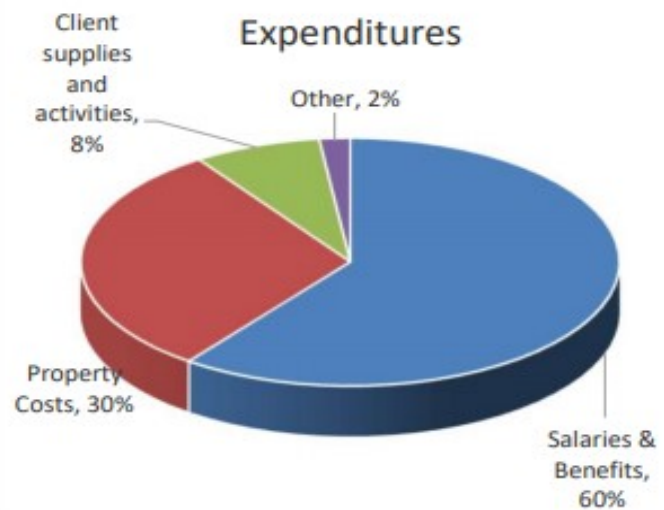
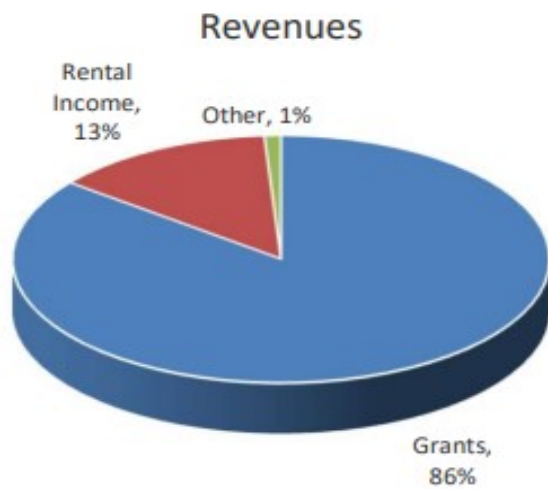


Member Gender



Finance

Revenue	2021		2020	
Grants	24,321,161	86%	23,353,297	85%
Rental Income	3,806,423	13%	3,806,423	14%
Other	191,041	1%	239,763	1%
Total	\$ 28,318,625		\$ 27,399,483	
Expenditures				
Salaries & Benefits	16,980,666	60%	16,169,951	60%
Property Costs	8,407,274	30%	8,381,567	31%
Client supplies and activities	2,120,530	8%	1,890,303	7%
Other	514,602	2%	551,646	2%
Total	\$ 28,023,072		\$ 26,993,467	
Revenues over Expenditures	\$ 295,553		\$ 406,016	



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 2020/21 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 and equipment in the upcoming year.

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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