



MPA Society

Empowerment in Mental Health Since 1971

MPA Resource Centre and Advocacy then...



And now...

**MPA Resource Centre, Advocacy
and Sanford Apartments**



Annual Report 2012

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Vision, Mission, Philosophy, Core Values and Beliefs

Vision

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

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.

Philosophy

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

Core Values and Beliefs

At MPA Society, we value:

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

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**

Joint Message from the Board Chairman & Executive Director

Over the last year, MPA Society has continued to develop by expanding services offered to members as well as strengthening the services and infrastructure of MPA. MPA provides more services and supports to our members than ever before.

MPA's Board of Directors have been carefully considering the future of the Society and have developed a road map which will help to ensure that MPA is meeting the needs of our members, funders and the objectives of MPA.

This year, MPA's Board of Directors officially approved a strategic plan focused on four objectives. Front and center – MPA's # 1 strategic objective is to:

- enhance and expand services and supports for people with mental health challenges. "Empowerment in mental health since 1971"

To achieve that objective year after year, we need to continue making the MPA organization stronger and stronger. So our other three strategic objectives are to:

- strengthen board, staff and volunteer capacity
- strengthen financial capacity, governance and controls, and
- heighten and enhance our profile

During the year, MPA has made considerable progress on enhancing and expanding services and supports for our members. MPA now provides housing, supports or services to members in Vancouver, Burnaby, Port Coquitlam, Maple Ridge, Surrey and is now expanding into Abbotsford.

Perhaps the most exciting expansion in MPA's recent history is the construction of MPA's new Resource Centre at 7th and Fir streets in Vancouver. This is the first time in MPA's history that the Resource Centre program will occupy a space that was designed specifically for MPA and the many exciting programs and services offered at the long running Resource Centre Program. In addition to the expanded and purpose built Resource Centre, the building also provides 62 bachelor apartments.

MPA continues to provide more housing options for our members year after year. This year MPA expanded its rent subsidy programs, and created the SOLO program, which assists people living in SRO (Single Room Occupancy) hotels move into apartments in the community. MPA develops partnerships with landlords, secures apartment units and assists members when they move into their new homes.

Over the last several years, MPA Society has developed a new housing procurement model and has formal relationships with over 60 landlords and apartment owners in Vancouver. MPA has developed an expertise in "Market Rental Housing" and has successfully secured apartments throughout the city. MPA plans on solidifying these gains and relationship by developing a formal "Market Rental Registry". MPA has the capacity to secure and maintain units as well as to provide support services directly to tenants as required. MPA also partners with community treatment providers who offer support services to their clients, while MPA focuses on securing and maintaining units. MPA believes a formal Market Rental Registry will improve efficiency and efficacy and creates a structured interface with the market rental sector. MPA will continue to approach our government funders, as well as our community partners such as the "Streettohome Foundation", to make the database a reality.

While advocacy for people with mental health issues is a component of every program and service MPA provides, we do have a specialized advocacy program which assists our members and others when they are in need. MPA took a lead provincially in assisting people who were eligible for compensation through the Zyprexa class action lawsuit. MPA assisted claimants in receiving over \$135,000 in damages.

Over the last number of years, MPA has increased our public profile and is seen as a strong service provider and partner with our funders. This increased confidence has led to increased contracts and expanded services which benefit our membership. This has also created a solid funding stream and financial position in a challenging time. MPA's Board believes in planned and considered growth and continues to strengthen Board, staff and volunteer capacity to ensure success.

The Board continues to provide substantive oversight support and guidance to MPA operating leadership and maintains its focus on MPA's membership.

This year MPA upheld its position as an excellent member based service agency which is accountable to funders, our members and community partners.

We continue to focus on providing our members with a variety of superior supports and services, including housing and advocacy, as they tackle their mental health challenges.

Throughout the year we collaborated with various community partners and funders including: BC Housing, Vancouver Coastal Health, Fraser Health Authority, City of Vancouver, Metro Vancouver Housing, Canada Post, Mental Health Commission of Canada, Government of Canada, Ministry of Public Safety and Solicitor General of British Columbia, Government of British Columbia, Street home Foundation, Douglas College, Atira Woman's Resource Society, Katherine Sanford Housing Society, CMHA Vancouver/Burnaby Branch, Coast Mental Health, Lookout Emergency Services, RainCity Housing Society, St. James Community Services Society, BC Apartment Owners and Managers Association and North Shore Culinary School.

Today and in the future, our overriding mission is to enhance and expand services and supports for people with mental health challenges. We wish to thank our funders, volunteers, staff and members for all of their work and commitment to **"Empowerment in Mental Health Since 1971"**.



John Gunn
Board Chairman



David MacIntyre
Executive Director

MPA Society - Board of Directors / Society Directors

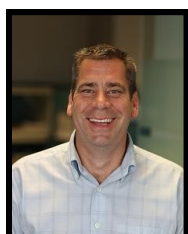
MPA Board of Directors 2011-2012



John Gunn
Board Chair



Chris Earle
Treasurer



Chris Heminsley



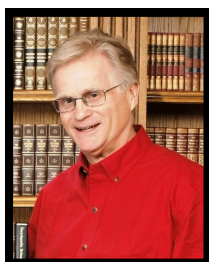
Anita Smith



George Hungerford



Ron Byron



Ian McBean



Laurie Campbell



Cathy Rambarran



David Brydon

MPA Society Directors



David MacIntyre
Executive Director



Elizabeth Hatton
Director, Finance & HR



Sue Baker
Director, Supported
Housing



Kim Capri
Director, Corporate
Development



Nick Blackman
Director, Licensed Housing

Advocacy and Social Justice

Advocacy

Mission Statement

Promoting social and legal rights through representative advocacy and education to those recovering from mental illness.

Philosophy

Advocacy and social justice is achieved through recognition of human rights, fair treatment under the law and an impartial share of the benefits of society.

The MPA Advocacy Program continued to provide a high volume of quality service in the past year. The program's overall number of clients served was down 11% from last year, totaling 9,805 contacts. This was largely due to a vacancy created when one of the team members was successful in posting to another position within MPA Society. The departure of Doug Kellam saw us welcome our newest advocate, Gali Bar to join the veteran team of Freda MacLellan, Zara MacLeod, Karen Hobbs, Catherine Nimchuk and Sandra Myring. This group has much to be proud of!

Last year, the society reported our planned efforts with regards to the Zyprexa class action suit. The advocacy teams' initiative resulted in us being aware of clients who received settlements to date totaling \$135,000.00 with more settlements being processed daily. The team continues to be involved in providing outreach services to engage and support people in their own communities, including Richmond, North Vancouver, Kiwassa, and the downtown eastside. In addition, we have increased our service hours to include providing an onsite advocate at the MPA Resource Centre on Sundays. With the start of the new year, tax season again proved to be busy with the advocates filing a record 631 tax returns on behalf of our clients.

The program received a much needed technology upgrade this past year, so every advocate is now equipped with individualized computer systems providing timely access to information, including government websites, legislation, forms and referral options.

This past year, we distributed 1,391 satisfaction surveys to our clients. Of these 1,023 were returned, with 98% indicating a rating of either Excellent or Very Good. Outstanding would sum up the past year of service provided by this talented and dedicated staff group!

Respectfully Submitted by

Kim Capri
Director of Corporate Development

Court Services

Philosophy

To empower individuals living with mental illness in conflict with the legal system which is achieved through connections to the community, acts of advocacy and relationship building.

Throughout 2012, the MPA Court Workers continued to support mentally ill litigants going through the Provincial Court-houses in Vancouver and Surrey. The major activities of the Court Worker program involve activities aimed at decriminalization of people with mental illness, reducing repeat contact with the criminal justice system and ensuring that people who are mentally ill are represented at all phases of the criminal justice system while connecting them with services that can effect positive change in their health.

Continued on page 8

Advocacy and Social Justice

Court Services continued...

In addition to responding to between 400-500 client inquiries a month, the workers conduct information sessions for criminal justice partners in the courthouse and legal community. In addition, the Surrey Court Worker does some limited outreach activities to one other program site.

During the last year, The Law Foundation of BC undertook a detailed evaluation process of one of the fund positions they fund. The process involved conducting interviews with clients, stakeholder partners and other court users in addition to reviewing the actual work being done. At the time of this writing, the results were not yet available.

Overall there has not been a statistically significant change or deviance in any trends during the past year. In addition to support with criminal justice matters, the majority of those MPA provides service for continue to present with complex requirements, including needing access to emergency short term and long term stable affordable housing, access to both psychiatric and medical care, as well as timely access to treatment options for those with concurrent disorders. The MPA Court Workers continue to do meaningful work in connecting them to the services they desperately need.

Respectfully Submitted by

Kim Capri
Director of Corporate Development

MPA Society Riverview Advocacy Program

Last year we reported that Riverview Hospital was scheduled to close in May 2012, so we approached the year knowing that our focus would be on assisting the Members in hospital with successful transitions to new locations where they would continue to receive care and support. Our lone worker at Riverview Hospital, Julie Elliott, has been amazing. She has remained a solid source of support and optimism for both patients and staff, as they have been completely immersed in a process of winding down. Even with dwindling numbers of patients in hospital, a need for MPA services was recognized. At the end of the fiscal year, the society was approached with a request to extend the contract for 3 months to remain on site as the consistent, supportive presence assisting with the final stages of closure of the hospital.

For the past 14 years, MPA Society has been a reliable presence at Riverview Hospital, providing patients with systemic and individual advocacy support. The efforts of the many advocates who have served in this capacity will be remembered and respected long after the doors have closed forever.

Respectfully Submitted by

Kim Capri
Director of Corporate Development

Advocacy and Social Justice

MPA Resource Centre

Mission Statement

To provide resources which enhance the quality of life of individuals with mental illness through community involvement, advocacy and support.

Philosophy

The needs of our membership are met through advocacy, activities and social gathering including meals.

During the 2011/2012 reporting period, the Resource Centre was visited on 35,279 occasions. On average, The Resource Centre is visited by approximately 280 unique individuals each month with approximately 23% of these service users being made up of females. We continue to see a rise in the number of women accessing the Resource Centre and although the increase is slight, it remains consistent with our objective of offering an environment and service which meet the needs of anyone living with mental health concerns. The need for services continues to grow, with an average of 15 new members registering every month. Over the past year, over 20,000 meals were served out of our kitchen and non-crisis onsite mental health advocacy contact by staff was made on over 8500 occasions.

Recreation:

Our Social Programmer has had a very productive and busy year. We regularly facilitate both in-house and community activities and we continue to take a client centered approach with Members providing input and feedback on the various activities that occur at the Resource Centre. Our activity programming encompasses social, recreational and life-skills components from a psycho-social rehabilitative perspective. There are many activities taking place on a daily basis with the Resource Centre being a hub of positive energy. Our programming is reflective of the diversity of interests and involvement of our Members. The last year has also seen us become more involved in our community. We again participated in a variety of community events such as Kits Days, the Britannia Arts and Crafts Fair, the People with Disabilities Exhibition and our community garden project. The art work produced by our Members has also been showcased in a number of exhibits, presentations and publications. In December, we partnered with Coast Mental Health and the Open Door Group to host a Winter Dance at the Heritage Hall. This event was a great success with approximately 200 people joining in on the festivities. Looking forward, we will continue to focus on activities which promote community engagement and awareness in an effort to reduce the level of stigma associated with mental illness and to improve upon the lives of our Members in their communities.

Homelessness:

In the last year, there have been a number of community initiatives aimed at addressing the issue of homelessness in the City of Vancouver. Our Homeless Outreach Worker has worked tirelessly to advocate on behalf of our Members and to support Members in accessing appropriate housing. In the last reporting period, approximately 60 of our Members have been housed in long term housing options and approximately 30 members have accessed shorter term options such as SRO's or treatment facilities. The work of the Homeless Outreach Worker builds upon the work of the Resource Centre Mental Health Workers, as all staff works to provide our Members with housing options which meet their unique needs.

Looking Back...

This past year we bid farewell to Martin Dutton, the Manager of the Resource Centre for the past 5 years. Martin left us to return to Eastern Canada and although he is gone, there are definitely parts of him that will continue to inspire our work at the Resource Centre. Slinder Balaggan re-joined the team at the Resource Centre. Slinder had previously worked there as a Mental Health Worker and was a manager in another MPA program area before accepting the offer to lead the Resource Centre team. Despite only being there a short time, she has already endeared herself to the MPA Resource Centre and surrounding community.

Looking Ahead...

2012 will mark the year that we bid adieu to the location that the Resource Centre has called home for the past 24 years and enter our new home at 7th Avenue & Fir Street in Vancouver, BC. The new building comes over-flowing with opportunity and the enthusiasm coming from staff and Members is invigorating.

Respectfully Submitted by

Kim Capri
Director of Corporate Development

Licensed Housing

Mission Statement

To inspire hope and facilitate recovery for individuals with mental health issues using the principles of psychosocial rehabilitation.

Philosophy

Recovery and Hope is achieved through empowerment, autonomy and responsibility.

Licensed Housing

With a focus on recovery programming using the principles of psychosocial rehabilitation, the supports and services offered by the Licensed Homes continued to grow in diversity and creativity. Members in the homes have enjoyed a wide variety of skill building, social and community involvement opportunities that focus on promoting self-direction, individual goal setting and empowerment.

Licensed Housing staff has worked in partnership with our members in developing and implementing programs and services that focus on relevant and real life skills that provide the abilities to gain independence in meaningful ways.

Many members have graduated through Licensed Housing program and have been able to live with more independence, self-reliance and confidence. As our growing numbers of alumni members from the homes continues to increase, this also serves as a valuable peer support program for current members and maintains a connection with old and new members that is valued by all.

The Licensed Housing portfolio also continues to support MPA Society's partnership with the Health Care Support Worker program at Douglas College by hosting student practicum participants. This investment in the recruitment and retention of students has been successful in attracting new well qualified staff.

Staff in the Licensed Homes have faced many challenges with increased acuity and diversity of new members and the ever changing landscape of programming in mental health and substance use services. These new challenges have also changed the ways in which programs and services are offered and staff have risen to these challenges with enthusiasm and professionalism.

We look forward to renewed creativity and continued success.

Respectfully,

Nick Blackman
Director, Licensed Housing

Enhanced Supported Housing Programs

MPA Society operates 2 Enhanced Supported Housing programs located in market rental apartment complexes; Meridian Village and Hall Towers. Both programs are designed for a 2 year occupancy and have the supports in place to serve 30 members at each site. The programs focus on life-skills development, medication support and provide a daily meal program.

Meridian Village, in Port Coquitlam is fast approaching its 2nd year of providing support and services to our members in the Tri-Cities area. In partnership with Fraser Health Authority, Metro Vancouver Housing Corporation and Tri-Cities Mental Health Team, Meridian Village has become a well-respected and dynamic program.

With the focus on preparing members for independent living, Meridian Village staff have developed partnerships in the community that support our members in achieving their independence and will be there to support them throughout the process.

Now, close to its 3rd year of programming, staff at Hall Towers in Burnaby have developed strong partnerships with the members and the Burnaby and New Westminster Mental Health Teams and BC Housing.

Within both programs, members have graduated through the 2 year program into independent living. The development of these programs in the Fraser Health region has allowed a MPA Society to develop and operate a new model of housing that is both creative and successful.

Respectfully,

Nick Blackman
Director, Licensed Housing

Licensed Housing

Beckman Bridging Program

In July 2011, MPA Society opened the Beckman Bridging Program in partnership with the Maple Ridge Mental Health Team and Fraser Health Authority. Located in Maple Ridge, this program provides members with the opportunity to move into an independent living environment while maintaining support and services from MPA Society staff, Beckman House staff and the Maple Ridge Mental Health Team.

Based on individual strengths and abilities, the Beckman Bridging Program strives to transition members from licensed residential care and community living environments into safe, supported and affordable housing.

The Beckman Bridging Program assists in nurturing an environment of empowerment, self-direction, self-confidence and independence for the members. With a focus on higher-level skill development, members are encouraged to live independently, ultimately securing their own housing, volunteer activities, educational opportunities and employment in the community.

Respectfully,

Nick Blackman
Director, Licensed Housing



Byron House



Berman House



Winston Manor



Beckman House



Virginia House



Sophia House



Tamarack House



Banyan House



Tilikum House

Supported Housing

Mission Statement

To provide safe, affordable and supportive housing to person's living with a mental illness. These housing options are situated throughout communities so that individuals may reside in the neighborhood of their choice.

Philosophy

Adequate shelter is a basic need and a fundamental human right. There is a critical shortage of affordable housing units for persons with a mental illness. By providing various housing alternatives, MPA Society supports individuals in their communities while they continue their journey towards recovery from mental illness.

Recently, while launching the new Canadian Mental Health Strategy, Michael Kirby (former chair of the Mental Health Commission of Canada) stated that in Canada more people suffer from mental illness than cancer and heart disease combined. He went on to say that "we all have a role to play in advancing mental health" and that there is "no one size fits all approach". At MPA Society, our Supported Housing division attempts to individualize our housing for each of our members.

Later this year, our newest housing program - Sanford Apartments, will open its doors in the community of Kitsilano. This is the first newly constructed housing program for MPA since the Phoenix apartments opened in the early 1980's. We look forward to providing homes and supports for 62 individuals in the Westside of Vancouver.

Additionally this year the Supported Housing program added the following programs:

- The Vancouver ACT Living Program: MPA is the lead role in finding housing for the Vancouver Act team through a partnership with Vancouver Coastal Health Authority
- SOLO (Supported Outreach Living Opportunity) Program: providing subsidies and support to 40 people who are homeless or who are at risk of homelessness including those in the Westside of Vancouver.

Currently, MPA society provides Supported Housing & Services to over 820 people. We continue to look for new and innovative types of housing to ensure that individuals with mental illness receive safe & affordable housing in their community of choice.

Sue Baker
Director, Supported Housing

Supported Housing



Phoenix Apartments



Welwyn House



Duke House



Hall Towers



Batten House



Kidder Place



Irvine Place



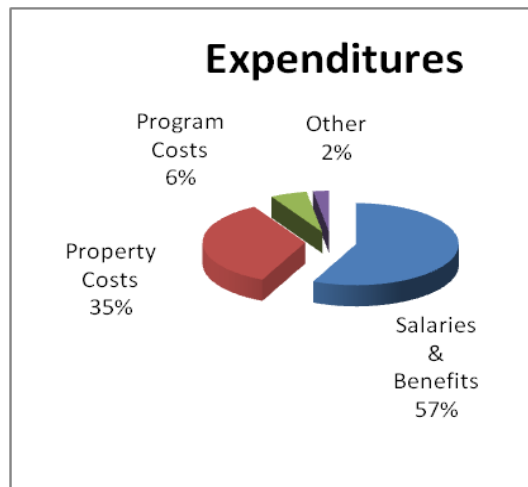
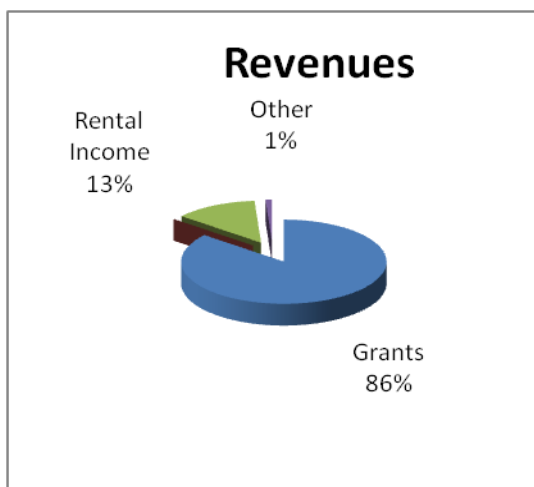
Silken Laumann House (E 29th)



The Hampton

Membership resources are safeguarded and maximized...

Revenue	2012		2011	
Grants	13,309,183	86%	12,715,173	87%
Rental Income	2,025,030	13%	1,726,939	12%
Other	111,449	1%	116,997	1%
Total	\$ 15,445,662		\$ 14,559,109	
Expenditures				
Salaries & Benefits	8,661,330	57%	8,331,744	59%
Property Costs	5,314,116	35%	4,625,610	33%
Program Costs	882,895	6%	867,601	6%
Other	378,238	2%	328,367	2%
Total	\$ 15,236,579		\$ 14,153,322	
Revenues over Expenditures	\$ 209,083		\$ 405,787	



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 2011/2012 fiscal year, MPA experienced a small surplus of operating revenues over expenditures. This surplus will provide the opportunity to make repairs and improvements to the Society's facilities in the upcoming year.

During the year, MPA added three new programs to its continuum of services. This is reflected in increased grant income for the year, with proportionate increases to salaries and benefits, property and program activity costs associated with these new services.

Funding and Community Support

MPA Society Members thank you for your funding and contributions...

Government Funding

BC Housing Management Commission, BC Ministry of Housing and Social Development, Fraser Health Authority, Law Foundation of British Columbia, Provincial Health Services, Vancouver Coastal Health, Mental Health Commission of Canada, City of Vancouver



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 individual who comes to MPA Society, now and in the future, is able to receive the support and service they need.

Please join us in our campaign to help people in the most need. One small action has large repercussions in a person's life, providing hope and facilitating recovery for individuals with mental health issues.



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www.mpa-society.org