



**MPA Society**

# **2022–2023 Annual Report**



Roses – Carol Tran

CAROL TRAN  
2021



# Land Acknowledgement

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**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, scəwaθən məsteyəxw (Tsawwassen), sə'íl wətaʔt (Tsleil–Waututh), Semyome (Semiahmoo), Skwxwú7mesh (Squamish), Sumas, and xwməəθkwəyəm (Musqueam) First Nations.



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**Empowerment in Mental Health Since 1971**

# Message from the Chair, Board of Directors and Executive Director



The last year at MPA Society was filled with new beginnings and bittersweet endings. MPA has welcomed changes at the Board, Leadership and Program levels as we continue to navigate the ever-changing landscapes in health care. Yet, our dedication to our members remains our primary focus. Adaptation to new events in our sector and creativity in ensuring leadership and staff have the supports needed are a common theme throughout MPA. We continue to advocate the critical importance of our mandated work with all levels of government and funding agencies.

Let's start with bittersweet endings. In Fall 2018, MPA opened Larwill Place. A 98-unit modular housing program in downtown Vancouver. The program supported those most vulnerable to mental health, substance use and home insecurity challenges with compassion and care. As was always a possibility, the 5-year land lease with the City of Vancouver will end in late Summer 2023 and the new Vancouver Art Gallery will be built on the land. More details on the Larwill Place program, staff and members and its immense success are detailed in the Program Feature section in this Annual Report.

## As one door closes others open, and we would like to celebrate our major accomplishments over the past year:

- 162 Main Street opening in Fall 2023. A new 68-unit supported housing program that will assist in housing and supporting the Indigenous, LGBTQ2+ and housing insecure populations
- A new partnership with the H.A.V.E. Café as MPA's food service provider to programs in Vancouver, Burnaby, Port Coquitlam and Maple Ridge
- Maintaining ongoing CARF Accreditation through Annual Conformance to Quality Reports.
- New contract with Fraser Health Authority for the MPA Rent Supplement program, tasked to procure 80 units of housing over the next 2 years, and
- In partnership with the BC Non-Profit Housing Association, the creation of the MPA Capital Asset Management Plan with building condition assessments and energy audits for all MPA owned programs

While these new programs and partnerships are exciting to bring on board, MPA continues to look at ways to further support existing staff and programs through education, cultural health and safety in-services and staff appreciation events. In addition, much of our work on all MPA committees has a focus on staff health, safety and empowerment.

MPA would like to recognize the work of our Board of Directors. As volunteers, the Board provides expert oversight and direction to ensure MPA continues to fulfill its mission, vision and philosophy. In addition, the Board has convened a Strategic Planning Committee to assist in the creation of a new MPA Strategic Plan.

We look forward to continuing our work in supporting and advocating for individuals facing mental health, substance use and housing insecurity challenges. To all MPA staff we thank you for the work you do every day.



**Doug Copland**  
Chair, Board of Directors



**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 400 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 185 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



## MPA Society

**MPA Society** was formed in 1971 as a drop-in support group and a member-owned communal living group home. 52 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 \$31.5 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.





# Program Feature

## Larwill Place



In October 2018, MPA Society opened Larwill Place, a Temporary Supported Modular Housing (TMSH) program in the heart of downtown Vancouver. MPA accepted the challenge of welcoming 98 individuals that might otherwise be living without secure housing and support services. As Larwill began to grow in numbers, a community of members and staff was created, and housing for members became members' homes.

The intent of Larwill was to operate for 5 years and renew the lease with the option of operating for another 5 years. The City of Vancouver had dedicated the land to the Vancouver Art Gallery for construction of a new building if funding was secured. That funding has been

secured and Larwill will be closing in late Summer, 2023. We knew this could happen but had hoped that it would not. MPA is working closely with BC Housing and VCH staff to ensure members are re-housed in safe, healthy and supported programs that meet their needs.



Larwill gave people a chance to address their health challenges and embrace a unique community of compassion, empathy and caring. Larwill staff are supporting residents to choose new homes that meet their requirements. This is a time to celebrate what has been accomplished by the terrific staff at Larwill Place and a leadership team led by Beth Anne Dolan, Sarah Lally, Olivia Candille, Aisha Ismail, Stephanie Kew, and Justin Sekiguchi. Larwill was a pilot site for what is now known as Complex Care housing and was so successful that the model is being replicated province wide. Simply put, Larwill Place saved lives and created community for those who have been written off by much of society.

## “ Beth Anne Dolan, Program Manager from opening day says:

It's challenging to encapsulate the enormous success Larwill Place has been while simultaneously working towards ending the program. From the beginning Justin (the program director) and I knew we wanted to do housing differently and we both agreed putting trauma informed care into practice was our shared vision. Over the past five years we've maintained a very low eviction rate while providing wrap around services to individuals who traditional programs hadn't worked for in the past. It hasn't been easy but the staff trusted me to use approaches that were new to them. They also fully embraced the idea of reflection and continuous learning. Without embracing these concepts, the program wouldn't have worked. I will miss all the residents and staff as we move on to our next adventure, and I am beyond grateful and proud of the work we've done thus far.

## “ Olivia Candille, Program Coordinator says:

For me, working at Larwill Place has meant being able to put my trauma-informed philosophy into practice in tangible ways, from the respectful way staff support our residents' resilience and strength in the day to day, to the advocacy and community building that we are privileged to participate in. I am tremendously proud of being part of a program model that has been successful enough to impact the way that services are delivered, and am excited to see these changes as they evolve.

## “ Clare Troje, Mental Health Worker:

"I have been really impressed with the program at Larwill Place. It is so refreshing to work at a place where it feels like all the staff and management are on the same page about providing trauma-informed, harm-reduction based care. And the results are really tangible! I am often wow-ed by how much program participants trust staff, and how much more easily conflict is resolved in this than in other housing settings I have worked in. Having PSW's on site has also been huge for having program participants get more of their medical needs met with less calls to emergency services, and for getting their daily living needs met."

## “ Bose Fadugba, Mental Health Worker:

Growing up, I've always had these walls, I guess, to protect myself from what? I don't know. But working at Larwill Place, even though it was hard to connect with some residents, it's amazing to see how some residents have been able to help me break those walls. They've helped me realize that it's okay to cry, and to be wayyy emotional. The 12-hour shifts were hard, but man, these individuals made it totally worth it. Even just watching the process of change in residents, I also changed for the better in many ways, especially in my approach to how I communicate—the language and the tone I use when interacting. It's truly amazing to see that just as we help these residents, they themselves offer us help in more ways than we often realize.



### Quotes from Members at Larwill Place:

“ I love MPA and will love it again to stay at Larwill. — Julie Gol

“ MPA is home and family — Dawn Simpson

“ MPA is a heaven. My place feels like home and you want to stay for long and relax. Staff are working hard to help us. There's nothing more I could ask for. — Patrick Michaud

“ MPA is a good place to live. — Marcel Cusson

“ My home has been a safe place for those like me who are legally blind. The privacy and respect I get from staff are quite appreciated. It is a "Home better than any other place." — Corky Molgaard

“ MPA staff are nice and professional. Love to stay here for life. — Jaswant Sidhu

“ There is no place like MPA. I will choose it over and over again if given a chance. — Randy Wells

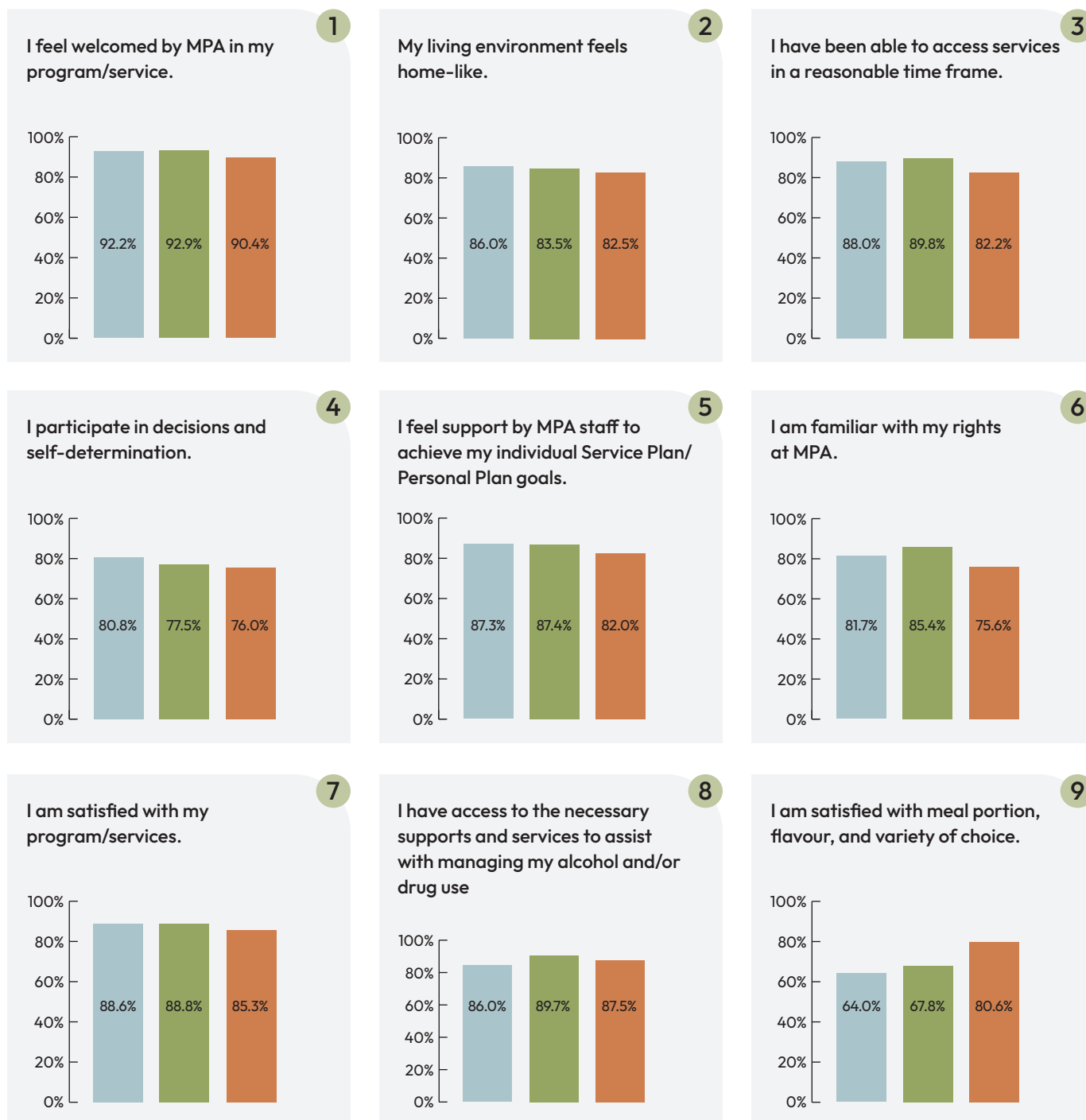


# Member Satisfaction Survey Results



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

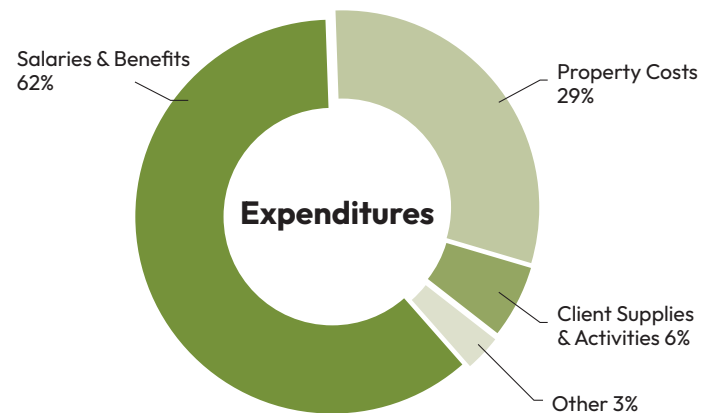
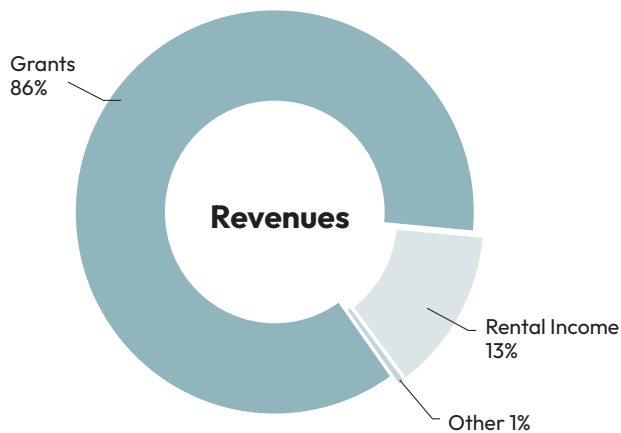
2018–2019      2021–2022      2022–2023



# Finance Report



Revenue	2023		2022	
Grants	27,024,633	86%	25,332,506	86%
Rental Income	3,930,190	13%	3,988,151	13%
Other	467,685	1%	211,485	1%
<b>Total</b>	<b>\$ 31,422,508</b>		<b>\$ 29,532,142</b>	
Expenditures	2023		2022	
Salaries & Benefits	19,438,830	62%	18,514,345	61%
Property Costs	8,808,045	29%	8,733,951	30%
Client supplies and activities	1,986,293	6%	1,764,007	6%
Other	700,598	3%	737,109	3%
<b>Total</b>	<b>\$ 30,933,766</b>		<b>\$ 29,749,412</b>	
<b>Revenues over Expenditures</b>	<b>\$ 488,742</b>		<b>\$ (217,270)</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 2022/23 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, equipment and infrastructure in the upcoming year.

# 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



Splash at Jericho – Leo Zulloff

Leo Zulloff