



MPA Society



"A Long Winter's Night"
Credit: Tyler Thompson

2023-2024 Annual Report

Land Acknowledgement

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, s'cəwaθən məsteyəxw (Tsawwassen), sə́lílwətaʔt (Tsleil–Waututh), Semyome (Semiahmoo), Sk̓w̓x̓wú7mesh (Squamish), Sumas, and xwməəθkwə́yəm (Musqueam) First Nations.



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Empowerment in Mental Health Since 1971



Message from the Chair, Board of Directors and Executive Director

MPA Society is a non-profit organization dedicated to supporting individuals with mental health, substance use and housing insecurity challenges. Our mission is to promote empowerment, recovery, and well-being through a range of innovative and inclusive programs. In 2023/24, we have continued to make significant progress in expanding our services and impact across British Columbia. This report outlines our key achievements, ongoing programs, financial health, community partnerships, and strategic goals for the future.

MPA Society continued to deliver a broad spectrum of programs tailored to meet the needs of diverse populations. Our Housing First initiative provided stable housing and comprehensive support services to over 600 individuals, significantly reducing homelessness among those with mental health and substance use disorders.

Unfortunately, our Meridian Village Enhanced Supported Housing program located in Port Coquitlam will end operations in June 2024. This program was in place for 14 years and assisted many individuals to access safe, affordable housing while they worked on personal goals to access more independent living. We thank all the staff that made the program so successful and will continue to advocate for this model of housing in the future.

Our housing programs remain stable, safe and comfortable homes for over 400 members. We have acted proactively to reduce greenhouse gases, and ensure we are as eco-friendly as possible through retrofit projects, upgrades and renovations.

Key Achievements over the past year:

- Successful closing of Larwill Place which included re-housing of 98 individuals and reallocation of work to over 30 staff
- Opening of 162 Main Street Supportive Housing Programs. A brand new 67-unit building located at Main St and Powell Street in Vancouver which is now fully tenanted
- Maintaining CARF Accreditation and preparing for our 4th CARF Survey in October 2024
- Ongoing Capital Asset Management Plan with complete retrofit renovation plans for 3 owned MPA properties to reduce greenhouse gases on our path to net zero emissions. This will also ensure a healthy, safe and comfortable homes for staff and members
- Increase in Vancouver Coastal Health subsidy amounts for existing and new members

During the past year, we created new partnerships with

- SafeCare BC
- Len Pierre Consulting
- HAVE Café
- BC Non-Profit Housing Association



Doug Copland
Chair, Board of Directors



Nick Blackman
Executive Director

The strength of MPA Society lies in our collaborative approach. In 2023/24, we deepened our partnerships with local health authorities, educational institutions, community organizations, and indigenous groups. These alliances have enabled us to offer more integrated and culturally sensitive services. Our partnership with indigenous communities has been particularly fruitful, leading to education and training that honour traditional practices and significantly improve service accessibility and outcomes. Furthermore, our collaborations with educational institutions have advanced our understanding of best practices in mental health and substance use treatment, and provided MPA with access to a bright, energetic group of graduating students working in mental health and substance use fields.

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 mandate as a leader in non-profit housing and supports. Led by Doug Copland, Board Chair, the Board has approved a new 3-year Strategic Plan along with a refreshed Mission, Vision and Values statement which are included in this Annual Report.

MPA Services



32 Housing and Support programs throughout the Lower Mainland of British Columbia, including Vancouver, Burnaby, Maple Ridge, Abbotsford, Port Coquitlam, New Westminster, Surrey and Langley.

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.
- 67 individuals reside at 162 Main Street, a permanent supportive housing program in 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)

MPA will be undergoing our 4th CARF survey in January 2025. 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. 53 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 \$34 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

Meridian Village



At the start of the new year, MPA received some unfortunate news: the Meridian Village Enhanced Supported Housing program was closing as of June 30, 2024. The entire team not only faced the uncertainty of what the closure meant for their own employment, but also what it meant for the members, the loss of their home. Many members have transitioned through the program and lives have been affected positively, especially those who were able to move on to semi-independent or independent housing. Those success stories will not be forgotten.

The staff are the foundation of Meridian Village and have managed a lot of very challenging situations and incidents with professionalism and dignity. Program coordinator Gordon Radelet and mental health workers Marion Jamieson, Melanie Field, Melody Ondzik and Chelzea Madia, plus many other dedicated staff have compassionately and consistently supported the members. They have walked alongside many of these members for years, through their difficulties, their joys, their successes and challenges; they have formed supportive, helping connections with their consistent and caring approach.

Executive Director Nick Blackman recalls “I remember starting this program in late 2010. I distinctly remember standing in the amenity room with Fraser Health Authority staff on a hot summer day with shag carpet and no AC – it was beyond hot and humid and that meeting led to MPA being awarded the service contract.”

Meridian Village was a Supported Housing Program that managed 18 suites within a 72-unit apartment block, with staff available 24/7 to cater to the diverse needs of its members. Emphasizing community integration and support, the program aimed to remove social stigma by seamlessly blending members within the larger rental community. Employing a client-centered approach, it flexibly structures

its services to meet the unique needs of each individual, offering personalized planning and support. Over the years, the program served 81 members, showcasing its effectiveness in supporting a considerable number of individuals.

When a housing program closes, there are many things that need to come together to ensure that people have a safe and supportive transition to new housing. This includes coordinating housing meetings, helping with packing, planning moves, troubleshooting when plans go sideways, and most importantly, supporting members to navigate the uncertainties that come with moving to new communities, and with accessing new communities of support. The team at Meridian did all this, while also navigating their own uncertainty. The closing of Meridian Village closes the chapter on many of those connections, but the efforts of this team, and those who worked in the program over the years, will continue to have a lasting impact on many people's lives. The team went above and beyond to ensure that people could move through this significant life change with as much ease as possible.

Supported Housing Director Sarah Blindheim shared, “It has been my privilege to work with such a dedicated and caring team. I am immensely proud of the work they have put into

Program Feature

Meridian Place

helping so many members to feel safe and supported while living at Meridian Village, and as they move on to the next chapter of their lives.”

Meridian Village Manager, Jennifer Hull shared, “I have had the pleasure of managing the Meridian Village program for the last three years and have found it inspiring to see the passion that staff put into their daily work. Even after the disappointing announcement that this program was coming to an end, Gordon, Melody, Melanie, Marion, Chelzea, and many casual staff members remained positive and encouraging as the members sought alternative housing programs. I am confident that all of the staff will bring their compassion and kindness to their new positions, and the members will be fortunate to be so well supported.”

Meridian's impact is profound, not just for the members but for the staff who find their work both challenging and rewarding. Program Coordinator Gordon emphasizes that the program was deeply member-focused, with a robust member-centered approach at its core. Flexibility was key, as the program tailored its support to meet the diverse needs of its members, empowering them towards independence. This approach yielded significant success, with members ranging from those holding fulltime jobs and owning cars to others requiring ongoing support. Despite this diversity, the majority showcased remarkable independence. Gordon highlights numerous achievements in moving individuals forward through the program's personalized support, guiding them towards greater autonomy within the community. Ultimately, Meridian served as a crucial final step towards achieving independence for its members, reflecting the program's unwavering commitment to their empowerment and success.

Gordon felt truly gratified to work at Meridian and is most proud of the team he worked with and their ability to support the members effectively. “Everyone was on the same page,” Gordon recalls, reflecting on the seamless coordination that made their efforts so impactful. Gordon feels a deep sense of accomplishment. “We did our job,” he says, reflecting on the mission that brought him into this field: helping people. This commitment will drive him until the day he retires.

A testimonial from Melody Ondzik underscores the program's success, describing it as “a place where members can live relatively independently, each with distinct needs that require flexible and varied approaches from

the staff. There wasn't one single way of doing the job.” Melody passionately emphasized the unique integration of members within the community as what set Meridian apart from other programs. Melody found it particularly heartwarming to witness the community's embrace of Meridian's members. From grocery store staff to Starbucks employees, everyone went out of their way to ensure the well-being of the members, fostering a sense of belonging and acceptance. Establishing long-term positive relationships and eliminating stigma from the members' daily lives was paramount at Meridian, and Melody witnessed firsthand how this approach positively impacted the members' experiences. The community's support played a pivotal role in making Meridian truly special and transformative for its members.

Melody is most proud of the tangible support they provided and felt honored to sit with individuals through their grief and offer support during difficult times. Melody takes pride in being there for people during their hardest moments and in the members' achievements. “We were part of so many significant milestones,” she proudly notes.

Gordon and Melody stress the importance of collaboration. “We all have to work together,” they affirm. Programs are most successful when they engage with surrounding areas, businesses, and people, building strong connections that benefit everyone involved. “The work we do is important,” Melody asserts. “It's not just about where a person lives; it's about the community aspect.” The loss of community has been the hardest part of the Meridian Village closure. Programs like this go beyond merely providing housing; they focus on building a greater sense of community and fostering relationships among members. The legacy of Meridian Village highlights the power of community-focused programs. The team's experiences show that when people come together with a shared purpose, remarkable achievements can be made. Our shared hope is that more initiatives like this will arise, continuing to support those in need and fostering vibrant, interconnected communities.

2024 Member Satisfaction Survey Results

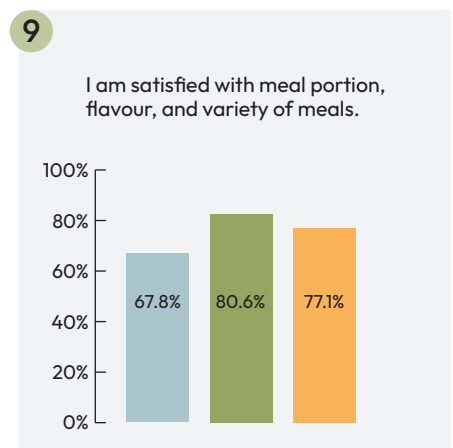
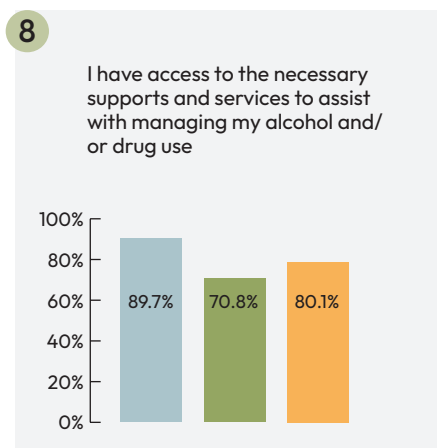
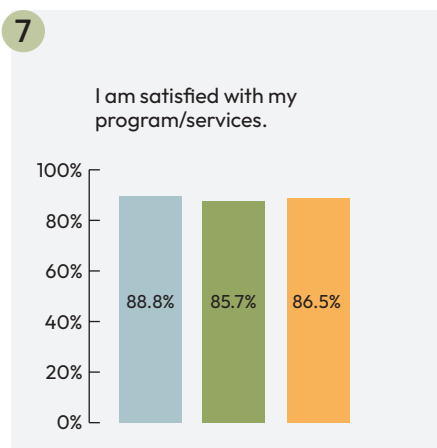
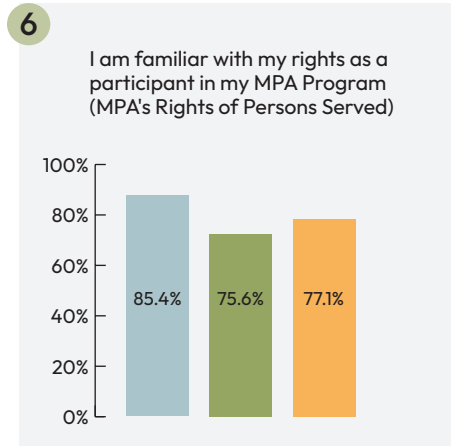
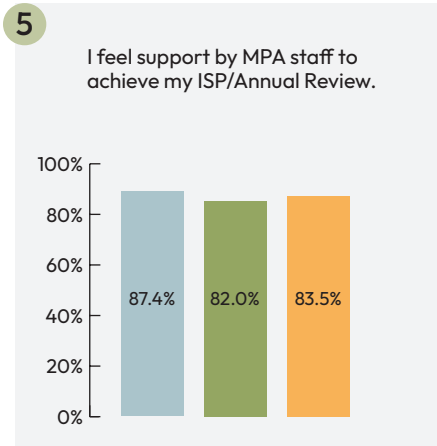
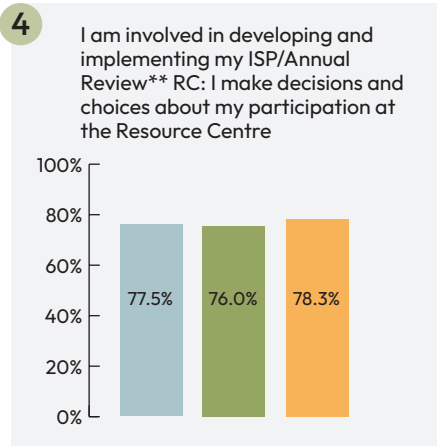
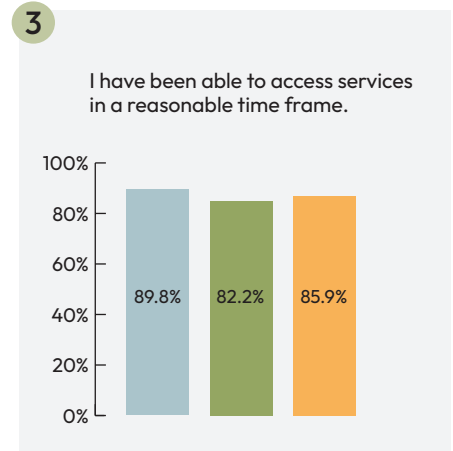
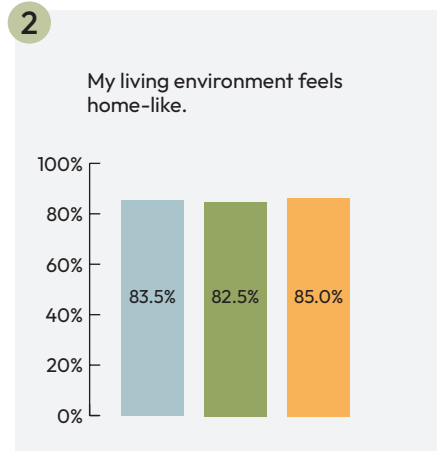
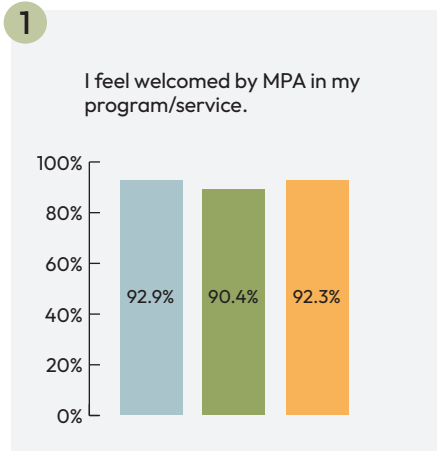


Results Year Over Year

2021–2022

2022–2023

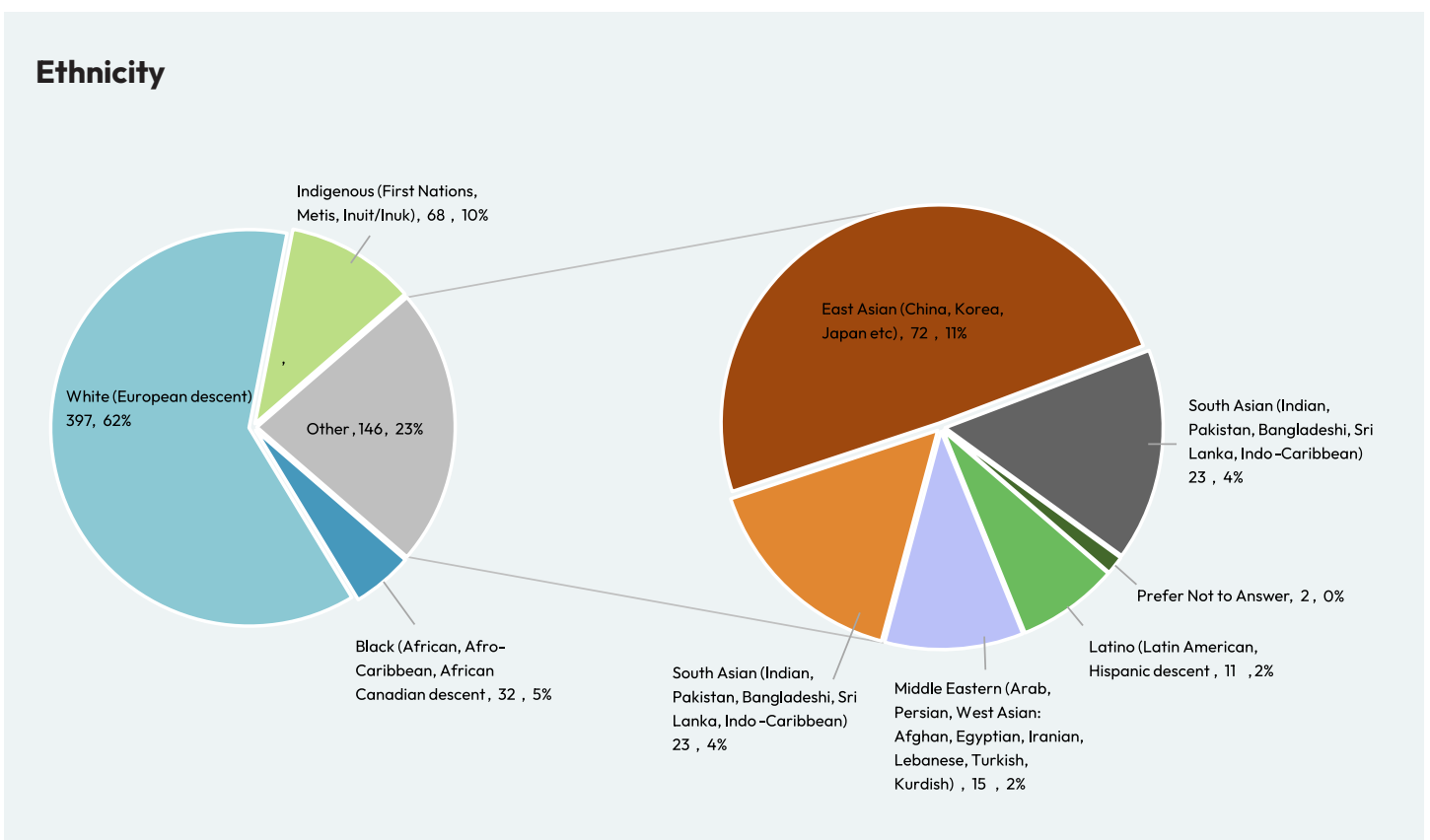
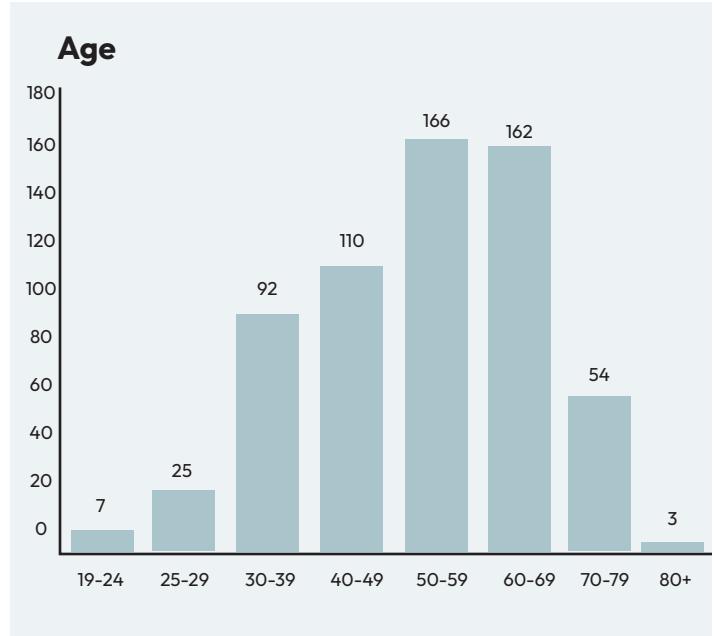
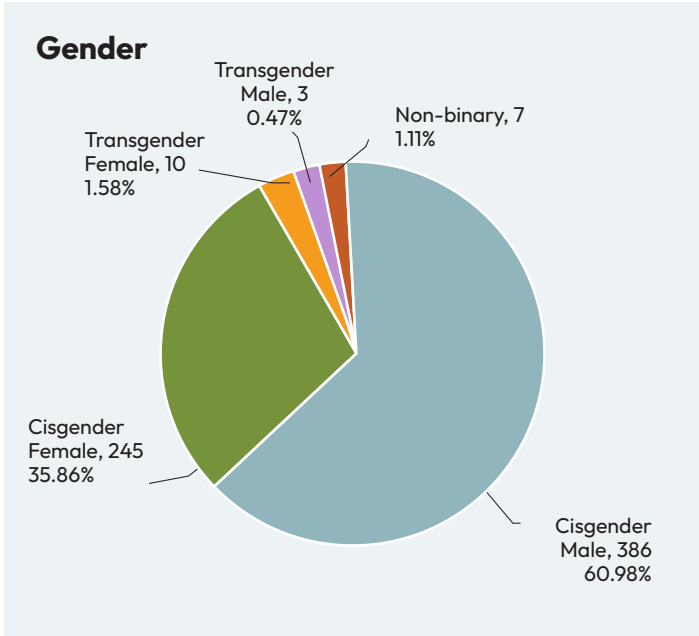
2023–2024



Demographics

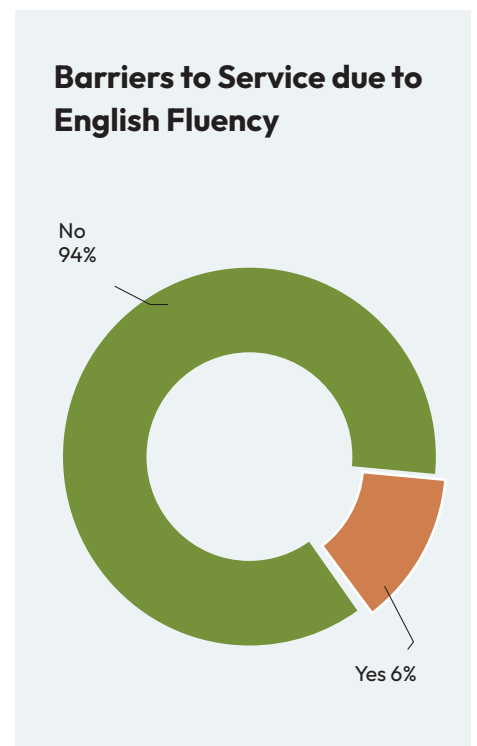
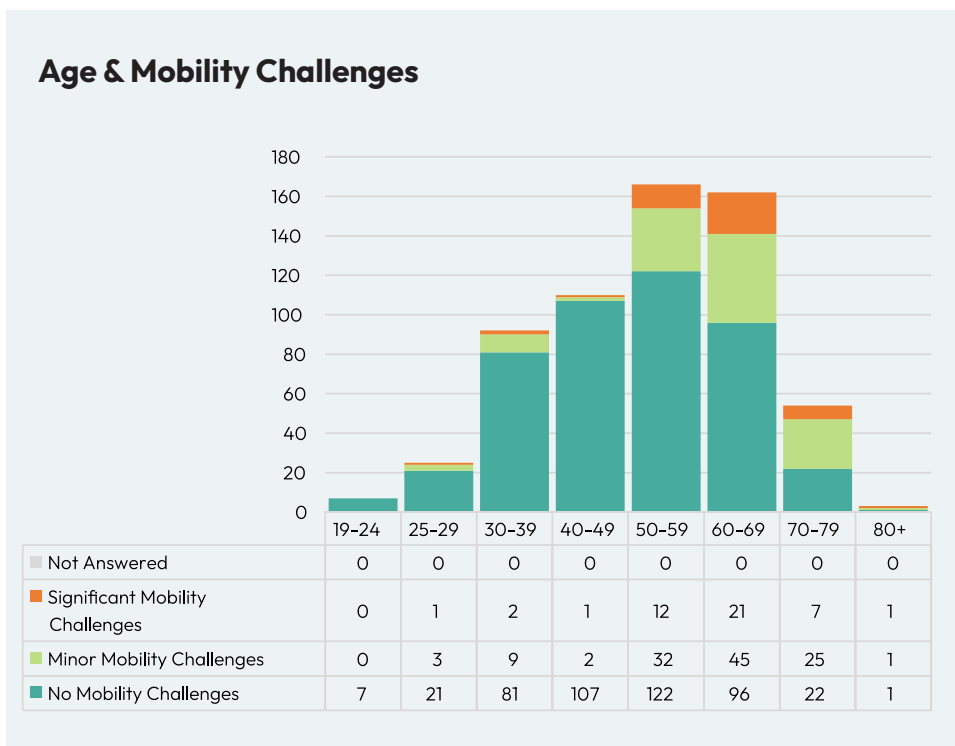
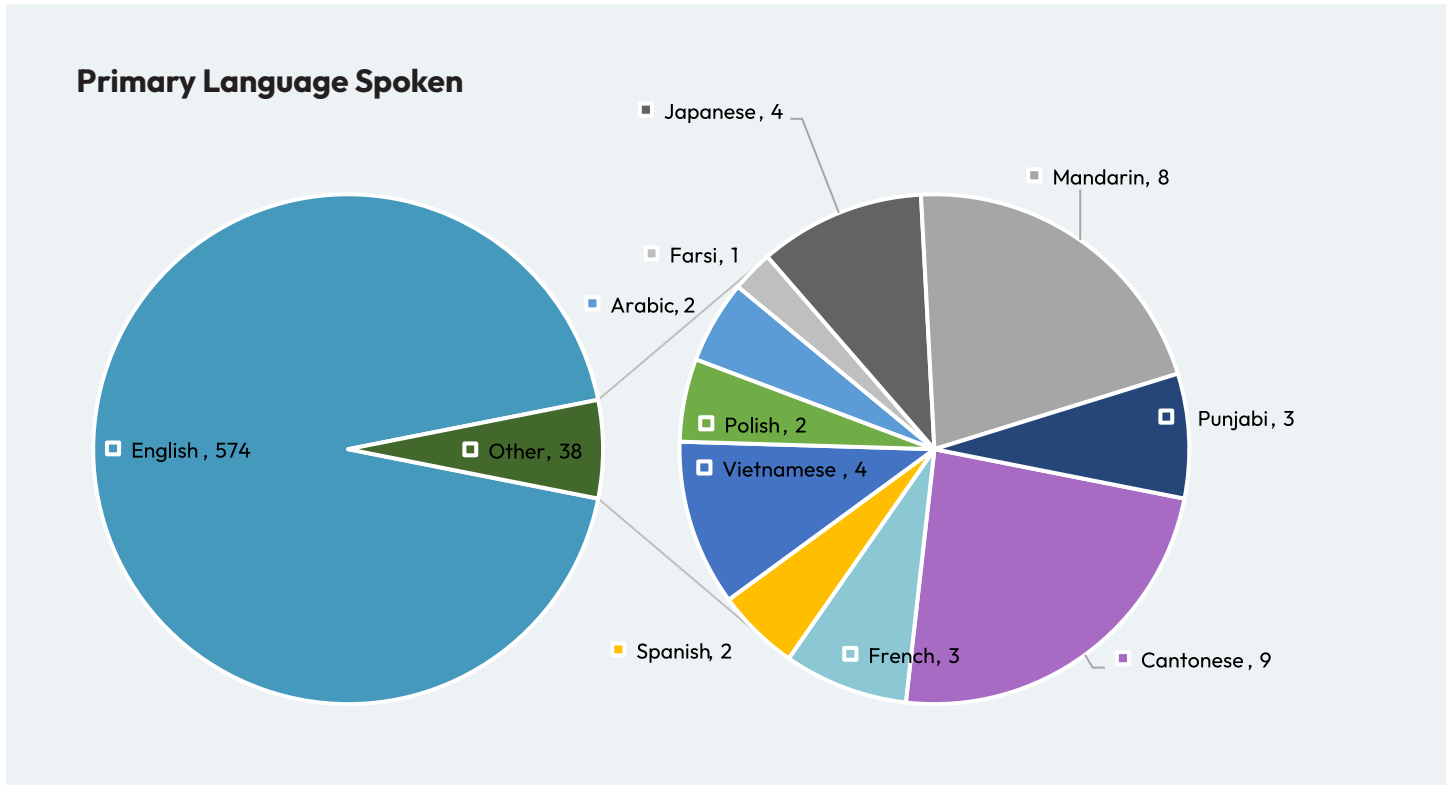


Members Needs Survey - Spring 2024



Demographics

Members Needs Survey - Spring 2024



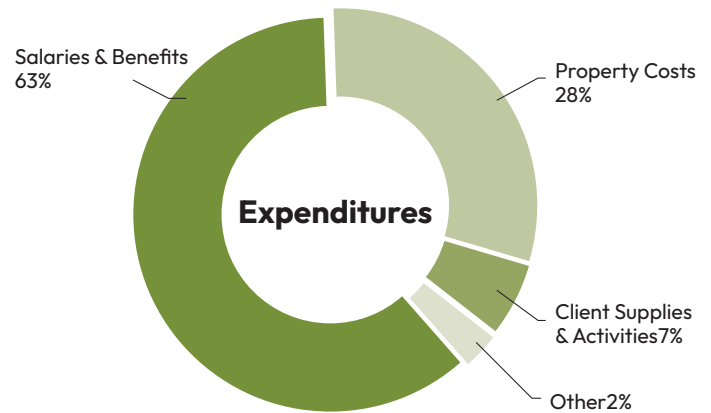
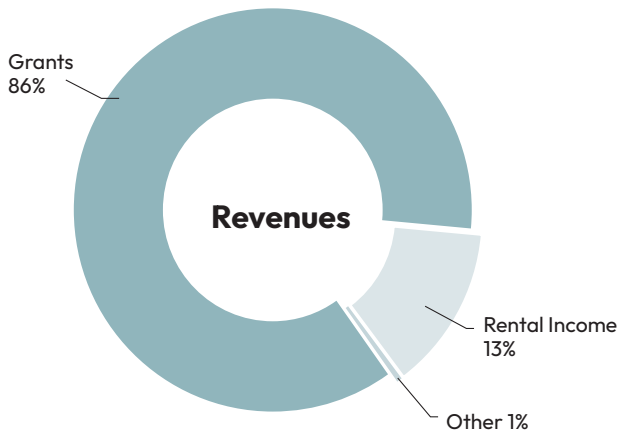
Finance Report



Revenue	2024		2023	
Grants	30,659,325	87%	27,024,633	86%
Rental Income	3,816,508	11%	3,930,190	11%
Other	619,267	2%	467,685	1%
Total	\$ 35,095,100		\$ 31,422,508	

Expenditures	2024		2023	
Salaries & Benefits	21,474,140	63%	19,438,830	63%
Property Costs	9,529,953	28%	8,808,045	28%
Client supplies and activities	2,335,947	7%	1,986,293	6%
Other	710,378	2%	700,598	3%
Total	\$ 34,050,418		\$ 30,933,766	

Revenues less Expenditures	\$ 1,044,682		\$ 488,742
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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 2023/24 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 and Values

Mission

To advocate for, and provide respectful, inclusive, healthy and safe housing and person-centered programming options for individuals facing mental health, substance use and housing insecurity challenges

Vision

Welcoming, stigma-free communities that support and empower people's diverse paths to healing, growth and wellness through meaningful and self-directed ambitions

Values

- **Empowerment** – Using principles of psychosocial rehabilitation in actively supporting members to become stronger, healthier and more confident in having autonomy over their life and self-directed goals
- **Cultural Health and Safety** – Ensuring recognition of the power imbalances in health care and active engagement in creating and supporting environments free of racism and discrimination, understanding and exploring the rich and diverse cultures, voices, experiences, colonial legacies and stories of all community members
- **Accountability** – With an ongoing commitment to listening and learning, taking responsibility for our actions and outcomes through internal and external reviews, feedback surveys and community evaluations fostering transparency and trust
- **Growth and Partnerships** – Recognizing the value of new ideas and partnerships that improve the lives of members and staff informed by a wide array of cultural knowledge and experiences
- **Community and Connection** – Valuing the power of future focused and innovative partnerships that guide our work that honours the rich tapestry of human diversity and fosters a sense of belonging through shared experiences

MPA Society Strategic Plan 2024-2027

Overarching Considerations

Mission

To advocate for, and provide respectful, inclusive, healthy and safe housing and person-centered programming options for individuals facing mental health, substance use and housing insecurity challenges

Vision

Welcoming, stigma-free communities that support and empower people's diverse paths to healing, growth and wellness through meaningful and self-directed ambitions

Strategic Priorities	Value for Members	People and Culture	Growth and Partnerships	Accountability and Governance
Strategic Initiatives	<ul style="list-style-type: none"> Understand and meet the evolving needs of members Engage, empower and appreciate members Align MPA with the principles of Truth and Reconciliation, JEDIA (Justice, Equity, Diversity, Inclusion, Anti-racism), and ESG (Environmental, Social, Governance) 	<ul style="list-style-type: none"> Promote a culture of belonging, inclusivity, well-being, and respect Attract, develop, engage and retain talent Empower staff to harness strengths and skills in support of members 	<ul style="list-style-type: none"> Increase funding and resources for programs Secure financial resources to support intentional and strategic growth Pursue growth opportunities and partnerships in alignment with MPA mission, vision, and philosophy 	<ul style="list-style-type: none"> Embed diversity and inclusion at Board level Enhance governance structures and processes Achieve best practices based on a data-informed decision framework, learned experiences and ongoing feedback from stakeholders and members
Ongoing Operations	Enacting the strategy and ensuring operational compliance with cultural and psychological health and safety practices, operation of programs, member services, capital and equity asset management, Board governance and future focused growth			
Values	Empowerment, Cultural Health and Safety, Accountability, Growth and Partnerships, Community and Connection			



"Dancing Forest"
Credit: Amanda Mclure

