

S. Yuen

2024–2025 Annual Report

S. YUEN



MPA Society

Land Acknowledgment

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, s̓cəwaθən məsteyəxw (Tsawwassen), sə́lílwətaʔt (Tsleil-Waututh), Semyome (Semiahmoo), Sk̓wxwú7mesh (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

This year marked another challenging yet rewarding chapter in MPA Society's journey. We continued to meet—and often exceed—expectations in delivering housing supports and services to more than 1,200 members across the Lower Mainland. Guided by our mission to advocate for and provide respectful, inclusive, healthy, and safe housing, along with person-centered programming, we expanded our reach, deepened our impact, and remained steadfast in our commitment to our members, staff, and community partners.

We have made significant progress in developing and launching an annual calendar of staff education and training initiatives. Topics include Truth and Reconciliation and Decolonization (led by Dr. Dustin Louie and Len Pierre Consulting), Suicide Awareness, Trauma-Informed Practice, CARF Accreditation, and other program-specific content.

Financially, 2024–2025 was a stable year, enabling us to strategically allocate resources toward our Capital Asset Management Plan. This plan supports infrastructure upgrades, staff development, and program innovation. Notably, we began retrofitting MPA-owned properties to reduce greenhouse gas emissions, mitigate the impacts of climate change, and enhance the living and working environments within our homes. These efforts reflect our dual commitment to environmental sustainability and member well-being.

Continuing our long-standing tradition of achieving accreditation status, MPA, for the 4th time, achieved the maximum 3-year accreditation through the Commission on Accreditation of Rehabilitation Facilities following our in-depth survey in January 2025. Over the course of 3 days, four international experts in health care surveyed over 20 MPA programs, Human Resources Department, Finance Department and the Board of Directors. The report confirmed the dedication of our staff in ensuring quality supports and services are provided to our members on a daily basis. In addition, it noted MPA Society's commitment to person-centered services and ensuring quality of life for our members in a challenging

geopolitical climate.

This year was also one of reflection and remembrance. We mourned the loss of several long-term members in our housing programs. In particular, we honour the memory of Ron Byron, a member of Hampton Hotel and Sanford Apartments for over 20 years and a former Board Director for four years. Ron's contributions helped shape the values we uphold today, and his legacy continues to inspire our work.

We also extend our heartfelt thanks to Rosemary Mah, who completed her two-year term on the Board of Directors in June 2025. Her sense of humour and compassionate spirit were deeply appreciated by all.

As we move into 2025–2026, one message is clear: MPA Society is more determined than ever to build a more inclusive, supportive, and respectful community for all.

As we look ahead to 2025–2026, MPA Society remains focused on implementing our Strategic Plan 2024–2027. Our priorities include:

- Strengthening partnerships with external stakeholders
- Enhancing member engagement
- Investing in staff education and training
- Advancing our Capital Asset Management Plan



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.
- 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 was accredited for the fourth time following our 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, 2021 and 2025. 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. 54 years later, we continue as a member-driven organization with about 1,200 members, all of whom have mental health challenges.

Our mission is 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. **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.

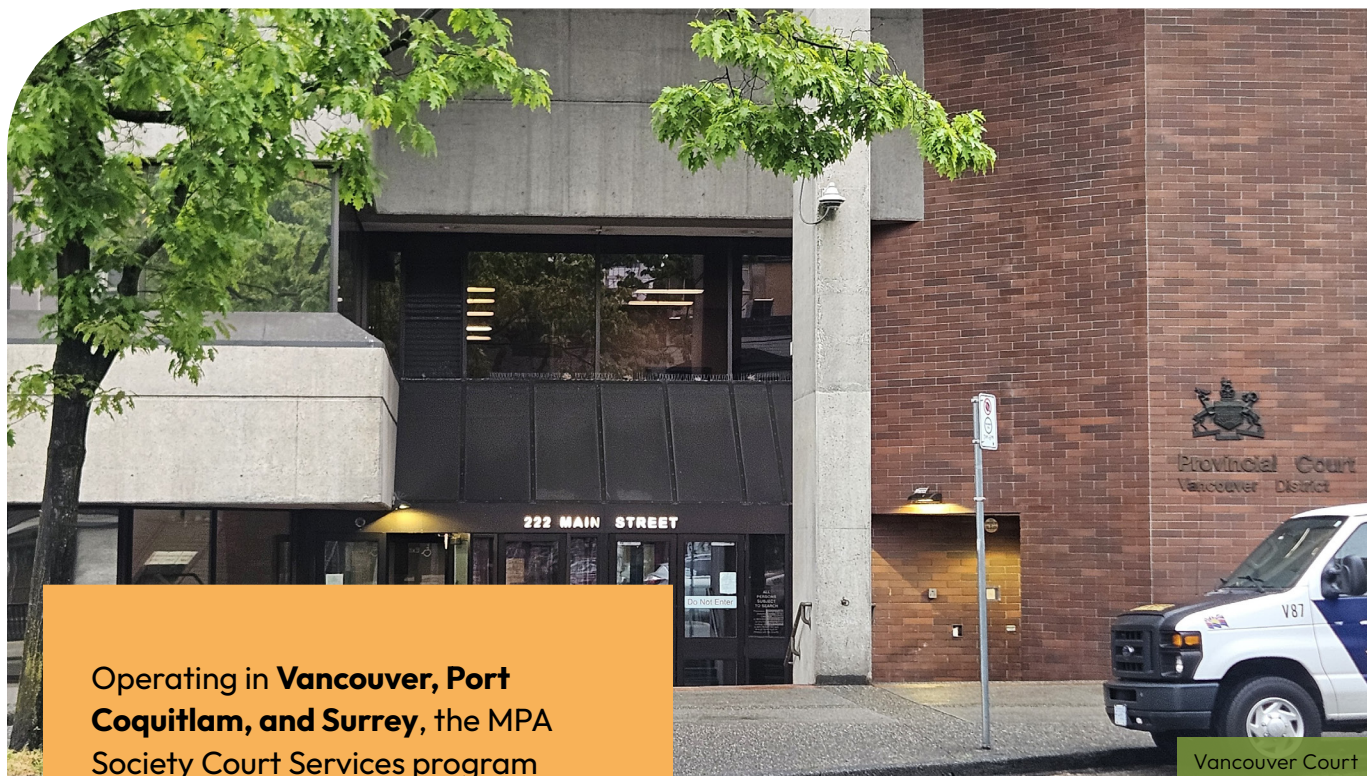
Funding Partners

MPA's annual operating budget is approximately \$36.3 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

Court Services Program



Operating in **Vancouver, Port Coquitlam, and Surrey**, the MPA Society Court Services program offers support to individuals who are struggling with mental health challenges and navigating their criminal charges. While a majority of the work happens within the walls of the courthouse, the impact reaches far beyond—connecting these people to community resources and supporting them through the complexities of the legal and court system.

The program started back in the early **1980's** when a volunteer/ employee named Marilyn noticed that more and more people with mental health challenges were becoming involved in the criminal justice system. Marilyn wanted to respond to these individuals' needs so she

would assist clients with rides to the courthouse and supported them through the court system. Her goal was to decrease the number of mentally ill clients being criminalized.

Ed Waite and **Melody Ondzik** are the Court Workers at the Vancouver location where the court program originally began. Ed has been with MPA for 30 years and has worked in the court service program since 2015. Melody has been with MPA for nearly 10 years altogether, and she moved from housing to the court program about a year ago. Melody says that her work involves more than just legal navigation, it is about building trust with her clients. She advocates with honesty and empathy and guides her clients through the complex court system they might otherwise have to do on their own. "What I'm most proud of," Melody shared, "is being able to understand and work with these people, being able to provide support to someone and see the impact. It's about the little wins that feel the most rewarding."

Harman Battu and **Sonia Reid** work out of the Surrey location, and state that there are several reasons people seek help at the program. Their clients can be either in-custody or out of custody, and come to them either through lawyer referrals, other mental health services, or even through self-referral. Many of their clients are experiencing tough challenges with mental health, addiction, poverty, and often homelessness. All staff in the court program describe the work as requiring both legal understanding and mental health expertise, adding that it's a tricky space to operate in and you learn a lot on the job. Staff help develop bail and release plans, provide court support, connect clients to community services such as counseling or recovery homes, and coordinate with all the parties involved such as lawyers, and parole and probation officers. Mental Health Court Workers liaise between the legal system and the mental health system, acting as a communication bridge between their clients and the courts.

Alynn Barclay works at the Port Coquitlam location, bringing 16 years of experience with MPA to her role including 5 years working in the Court Service Program. As the only staff member in the Port Coquitlam location, she states that independence, resourcefulness, and a problem-solving mindset are what makes someone successful in the role. "A big part of my job is linking people to the right resource," Alynn shared. "It's trial and error. You learn what works through experience. There's no one right answer—just a constant effort to do what's best for each person." "This job is about opportunity, not outcomes," Alynn explained. "I have no authority over any of my clients. It's about guiding them, not controlling them. We advocate and support in a climate that often isn't designed for the people we serve. Everyone has their part to play—and when we do it well, we make a real difference."



Poco Court



Surrey Court

Sonia, who has been with MPA for 13 years and joined the court program about one year ago, emphasizes the importance of having supportive co workers and director, which makes a big difference when she's in a challenging situation. Sonia also appreciates the collaborative environment, as well as access to the resources around the Surrey court, corrections officers, and local police station nearby.

Harman, who has worked at MPA in the court program since 2023, shares that the clients are very diverse with different cultural and linguistic backgrounds which bring complexity and richness to the work. "You have to be patient, open-minded, and above all, non-judgmental," he said.

“You’re not there to judge. You’re there to support the person in front of you.”

– Harman Battu

Staff across all three locations describe their work as highly varied, requiring adaptability and emotional resilience. Depending on the needs of their clients, a typical day might include meeting clients in custody, following up with other health professionals or parole officers, taking phone calls, supporting clients through court appearances, and connecting clients with housing or addiction services.

Court Services staff often walk a fine line between competing expectations—judges, lawyers, clients, and mental health systems all have different goals. As Alynn explained, "It can be challenging when everyone assumes we serve a different function. We aren't therapists, lawyers, or caseworkers, we are mental health workers." Despite the challenges of working in this program, staff describe their work as very meaningful and deeply human.



Commitment to Truth & Reconciliation, Decolonization, and Cultural Humility

At MPA Society, we acknowledge the profound and lasting impacts of colonial policies on Indigenous Peoples. We recognize that systemic inequities continue to marginalize Indigenous voices, particularly in access to services, funding, and opportunities within the nonprofit and mental health sectors.

Our commitment to Truth and Reconciliation, Decolonization, and Cultural Humility is embedded in our work. We seek to foster an inclusive and equitable environment that integrates Indigenous perspectives, acknowledges the harms of colonialism, and actively works toward systemic change. We commit to ongoing education, meaningful partnerships, and a decolonial approach that prioritizes Indigenous sovereignty and self-determination. The **Cultural Humility Plan** serves as the foundation for implementing these commitments across MPA Society.

1 Our Commitments and Cultural Humility Implementation

Recognition & Territory Acknowledgment

We respect and acknowledge the traditional territories of the Indigenous Peoples on whose lands we operate. This acknowledgment is more than a formality—it is a call to action to build meaningful relationships with Indigenous communities and integrate their perspectives into our work.

Cultural Humility Implementation:

- Standardize territorial acknowledgment across all organizational communications, meetings, and events.
- Ensure staff complete cultural humility training, including the significance of territory acknowledgments and their role in reconciliation.
- Engage Indigenous partners in shaping how we recognize territory in our organizational practices.

2 Indigenous Partnerships & Shared Governance

We commit to building meaningful relationships with Indigenous organizations and ensuring Indigenous voices are represented in our governance structures. True reconciliation involves collaboration and shared decision-making that respects Indigenous knowledge and leadership.

Cultural Humility Implementation:

- Develop formal partnerships with Indigenous organizations.
- Co-create culturally safe service strategies in collaboration with Indigenous partners.

3 Policy Review & Decolonization of Organizational Practices

MPA Society is committed to reviewing and revising policies through a decolonial lens. This means actively identifying and dismantling systemic barriers that exclude Indigenous perspectives and perpetuate colonial structures.

Cultural Humility Implementation:

- Conduct a policy review to identify and remove systemic barriers.
- Develop accountability mechanisms that ensure **ongoing policy evaluation and decolonization efforts** in collaboration with Indigenous partners.

4 Cultural Humility, Anti-Racism & Education

Cultural humility requires ongoing self-reflection and a commitment to learning. MPA Society will ensure staff have the training and tools necessary to engage in culturally safe and respectful practices.

Cultural Humility Implementation:

- New staff to complete cultural humility training during onboarding.
- Conduct **annual refresher courses**.
- Implement **feedback mechanisms** to assess training effectiveness and update content accordingly.
- Incorporate **Indigenous knowledge and teachings** into training curricula.

5 Accountability & Ongoing Learning

Our commitment to Truth and Reconciliation, Decolonization, and Cultural Humility is not a static initiative but an ongoing journey of reflection, action, and accountability. We will continually assess and improve our approaches to ensure meaningful impact.

Cultural Humility Implementation:

- Partner with Indigenous leaders and knowledge keepers to facilitate ongoing education sessions for staff, focusing on Indigenous governance, cultural protocols, and historical truths.
- Review and **update commitments regularly** based on feedback and best practices.

MPA Society is committed to justice, equity, and respect for Indigenous Peoples and their inherent rights. We recognize that reconciliation is a continuous process requiring humility, learning, and action. Through these commitments, we strive to build meaningful relationships, create culturally safe spaces, and dismantle colonial structures within our organization. By embedding **Cultural Humility as the guiding framework**, we ensure that our approach remains action-driven, inclusive, and responsive to Indigenous leadership.



Illustration developed by Musqueam Nation



Illustration developed by Squamish Nation



Illustration developed by Tsleil-Waututh Nation

Member Satisfaction Survey Results

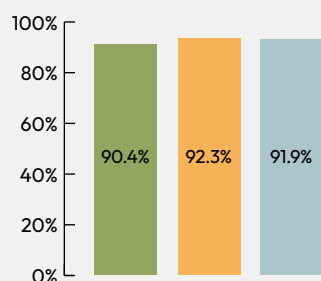
Results Year Over Year

2022–2023

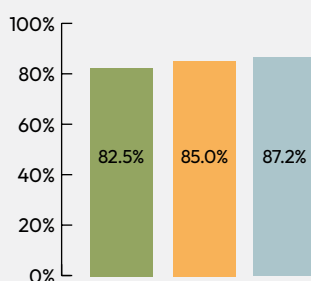
2023–2024

2024–2025

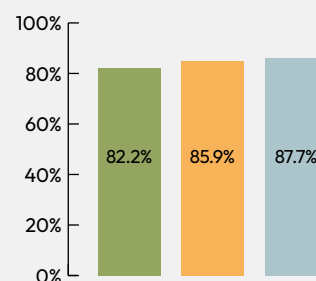
1
I feel welcomed by MPA in my program/service.



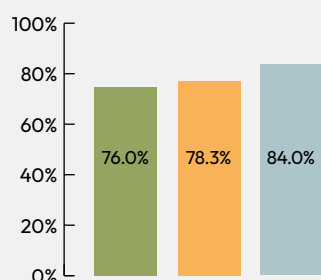
2
My living environment feels home-like.



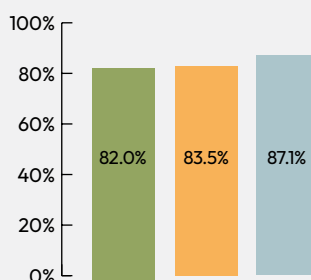
3
I have been able to access services in a reasonable time frame.



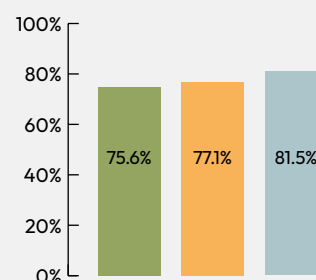
4
I participate in decisions and self-determination.



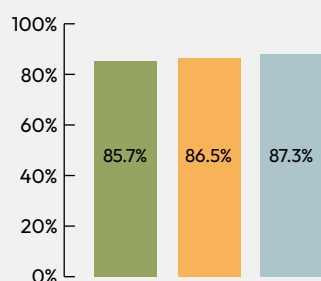
5
I feel support by MPA staff to achieve my individual Service Plan/ Personal Plan goals.



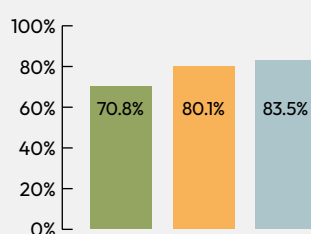
6
I am familiar with my rights at MPA.



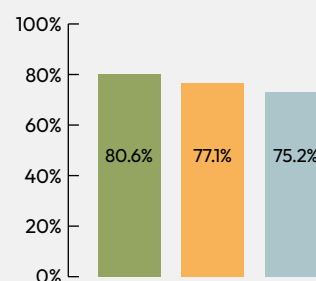
7
I am satisfied with my program/services.



8
I have access to the necessary supports and services to assist with managing my alcohol and/or drug use

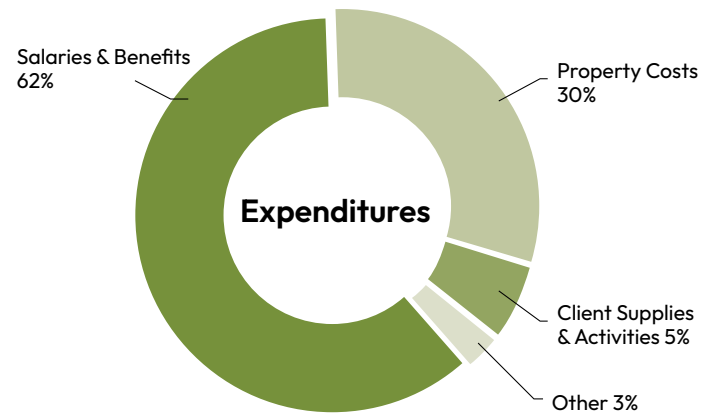
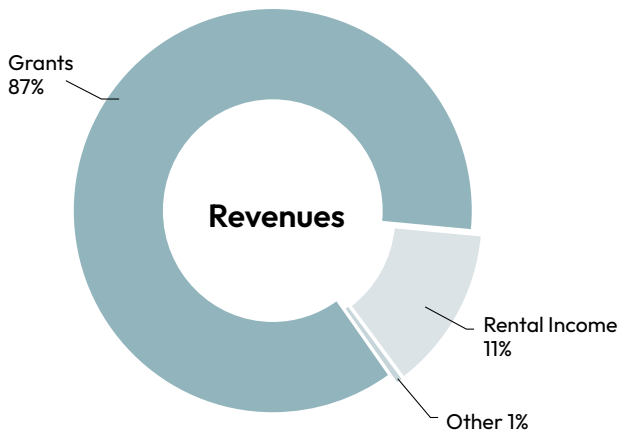


9
I am satisfied with meal portion, flavour, and variety of choice.



Finance Report

Revenue	2025		2024	
Grants	31,433,662	87%	30,659,325	87%
Rental Income	4,298,195	11%	3,816,508	11%
Other	577,935	2%	619,267	2%
Total	\$ 36,309,792		\$ 35,095,100	
Expenditures	2025		2024	
Salaries & Benefits	22,102,909	62%	21,474,140	63%
Property Costs	10,730,451	30%	9,529,953	28%
Client supplies and activities	1,875,552	5%	2,335,947	7%
Other	890,375	3%	710,378	2%
Total	\$ 35,599,287		\$ 34,050,418	
Revenues over Expenditures	\$ 710,505		\$1,044,682	



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 2024/25 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.



PLEASE JOIN US IN

Celebrating

- THE LIFE OF -

RON "BEAR" BYRON

Sept 3, 1960 - May 6, 2025

THURSDAY, AUGUST 14TH 2025 @ 2:00 PM

MPA RESOURCE CENTRE

We would love for you to join in sharing memories of Bear



MPA Society | Annual Report



Julia Russell-Happiness is Home