Mission Statement:

“To promote the dignity and well-being of people living with mental illness.”

Philosophy:

“Everyone should be encouraged to function as independently as possible”.
Funding Provided By:

Vancouver Coastal Health Authority

Fraser Health Authority

Provincial Health Services Authority

BC Housing Management Commission

Canada Mortgage and Housing Corporation

BC Ministry of Public Safety and Solicitor General
   (Gaming Policy and Enforcement Branch)

Law Foundation of British Columbia

BC Ministry of Human Resources
Motivation, Power & Achievement Society
(previously the Vancouver Mental Patients’ Association Society)

Board of Directors

Ross Birney, Chartered Accountant
Interim Chair

Henry K. Brown, Lawyer
Executive Member

Clem Lamb, Mental Health Worker
Secretary/Treasurer

Lenore Rowntree, Lawyer
Honorary Member

Janine Corrado
Honorary Member

Paul Belozer
Active Member

Rena del Pieve Gobbi
Active Member

Bob Estey
Active Member
We are fortunate, as the Board of Directors to be involved with an organization that has at its foundation, the understanding of the value of all people; specifically those who are mentally ill. The M.P.A. inclusive of members, staff, managers and the Executive Director should be proud of the year we have had.

We thank you and acknowledge your tireless efforts that occur on a daily basis, and become cumulative when we look back on this past year. This culmination of continued advocacy, outreach, support and assistance has helped to maintain MPA’s rich history and reputation. These are important and cannot be understated.

It has, without a doubt, been a year of significant, positive changes and opportunities. We have benefited from the leadership of Roberta Chapman as she has navigated the organization through the journey of both a name change and relocation. These two events have allowed MPA to remain viable in these times of funding challenges, while providing the opportunity to grow and respond to new challenges. It is exciting to have a new name while keeping the things that have worked so well in the past. The spirit of the organization remains the same.

The members spoke loud and strong at the various important meetings this year. We have appreciated the members’ expectations of the Board, and understand their concerns. We thank you for your contributions and involvement.

We look forward to another great year and MPA’s continued high level of service. We know we have our work ahead of us to continue our fundraising efforts in order to keep that level of service unscathed.

In appreciation,

The Board of Directors
Letter from the Executive Director

This has been an eventful year for MPA, and a year of much change.

One of the new initiatives that MPA members have recently added is the creation of a Member Advisory Council. This counsel will assist the Board of Directors in determining the needs and desires of the membership. This form of open communication helps to ensure that we as an organization service our members’ needs, and not perceived needs.

The lease agreement for our main office at 1675 West 4th Avenue came up for renewal January 31st. The renewal was to be for a period of 6 years. Fiscal pressures being what they are we have made a good business case for moving to our vacant space at the Hampton Hotel, 122 Powell Street. Major tenant improvements are currently underway with a tentative move date of July 15th. In addition to the tenant improvements on the main floor we are embarking on repairs and maintenance for the residential space as well. These improvements will include: security cameras, new bathroom fixtures, flooring for the common space, window refurbishing and a new street front.

Some of our other facilities have had significant repairs and maintenance performed on them.

- Kidder Place our apartment building for single parents with children under 3 years of age received a new roof
- East 29th one of our non-licensed group homes received some new plumbing, new retaining wall, and an awning for the deck
- Virginia House, a licensed group home for 9 individuals has been full painted with some upgrades

We purchased a beautiful home in Maple Ridge to replace the previously rented space referred to as Callaghan Place. The residents were very happy with our choice as the facility we purchased is in much better condition than the rental.

In February we added Sophia House, a 6 bed licensed group home facility for males.

Several members of our society have brought forward requests for a change of name, consequently a Special General Meeting was held April 26th to vote on a possible name change. The vote was unanimous for a change of name. Eleven names were suggested by our membership, chosen was “MPA - Motivation, Power and Achievement Society”. The name became legal effective May 19th. The response has been overwhelmingly positive.

We have initiated research into providing a program to assist in housing people who have found themselves in the criminal justices system for minor offenses. An alternative to jail or hospital admittance.

I would like to give a special thank you to our President, Ross Birney and our Secretary/Treasurer, Henry Brown who have been on our Board of Directors for 6 years. These two gentleman have completed their terms with us. We’re sorry to see you go, we will miss your valuable input. Thank you, you have contributed greatly.

I would like to thank all those who donated to MPA so generously. Your donations provide many items not accessible to people on Income Assistance.

Regards,

Roberta Chapman
Executive Director
MPA
Community Services

Mission Statement

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

Philosophy

“To help people live as independently as possible.”

The Community Service Programs of MPA have had a busy, successful year! MPA would like to thank The Vancouver Coastal Health Authority Mental Health Rehabilitation Services, The Fraser Health Authority, The Provincial Health Authority, The Vancouver Coastal Health Authority HIV/AIDS Program and The Law Foundation of BC for their continued funding of the Mental Health Empowerment Advocates Program, The Community Resource Centre, Vancouver/Surrey Court Services and The Hospital and Individual Advocacy Program at Riverview Hospital.

All programs have been met with significant challenges in 2003. The Mental Health Empowerment Advocates Program has noted a decreased ability for mental health clients to access the Disability application through the Ministry of Human Resources. The Vancouver/Surrey Court Project has seen an increase in clients with multiple health and addiction issues. The Community Resource Centre has seen an increase in the need for food, shelter and health services. The Hospital Wide Advocacy Program has worked to ensure patient needs are met as they are moved permanently away from Riverview Hospital.

I would like to recognize and thank the supervisors and staff of MPA Community Services for their hard work and ability to meet the needs of our clients effectively, often in the face of scant resources and an ever-increasing demand.

Judy Shirley
Director, Community Services
Community Services

Individual Advocacy Program /Riverview Hospital

- In 2003, the advocate provided over 2000 instances of support, advocacy and resolution of issues to patients at Riverview Hospital.
- Documents and reports all issues.
- Provide information and education to patients, families and professionals.

Mental Health Empowerment Advocates Program (MHEAP)

- Provides over 650 instances per month of assistance with Person With Disability Applications, Canada Pension plan, Basic Income Tax and access and referral to other benefits.
- Provides over 25 education sessions and updates per year about changes to legislation with client, family and professional groups.
- Provides ongoing referral, support and information about other resources to clients.
- Provides outreach to 7 communities in the Lower mainland.
- Regular attendance at community meetings.

Vancouver/Surrey Court Services

- Each month, the Court Services provides over 1000 instances of support, advocacy or outreach in the criminal justice system.
- HIV outreach worker trained to provide portable needle exchange as a harm reduction method for clients.
- Ongoing education and awareness program in the criminal justice system regarding mental health issues.
- Works with key stakeholders in the criminal justice system to improve services to the mentally ill.
- Outreach and follow-up in the community.
Community Resource Centre (CRC)

- In 2003, the CRC provided 26,311 hot meals; this is an 11 percent increase from 2002.
- Free breakfast every day.
- Provides over 500 food bank bags to clients on a monthly basis.
- Provides indoor and outdoor activities every month. Clients run this.
- Provide over 700 instances of advocacy, support, and access to services on a monthly basis.
- Staff trained to provide portable needle exchange program as a harm reduction method for clients.
- Serves over 500 cups of coffee per day.
- Community Outreach to the homeless.

Hospital Wide Advocacy Program/
Riverview Hospital

- In 2003, the program identified and brought forward over 20 systemic issues at Riverview Hospital to be addressed.
- Planned and implemented Annual Patient Conference, with over 150 patients and members from the community in attendance.
- Distribute monthly newsletter to patients at Riverview.
- Attended over 95 meetings at the hospital and in the community to represent the perspective of the patients.
MPA
Supported Housing

Mission Statement

“To provide a diverse continuum of housing so that each program can be flexible to meet individual needs of its residents”.

Philosophy:

“That all programs within this division be open minded to new and innovative ways to house a variety of resident profiles”.

I would like to thank the staff and management of the Supported Housing Division for a highly productive and successful year. In light of many challenges, this division continues to achieve its mission statement.

This year 91 individuals accessed housing and programming through various MPA Supported Housing sites. All programs assist members to move on to either more appropriate or more independent housing. Program details have been examined, and where possible, modified to better meet the changing and individual needs of our members.

We continue to address maintenance issues at all locations. A new roof was installed at our Mom and Kids apartment building. Sun awnings were installed at two group homes to address the light sensitivity issues experienced by our residents. Time spent and the cost of maintenance will continue to grow as our properties age. We are implementing strategies, including fundraising, as a method of continuing to deal with these costs.

In the last year we bid a sad farewell to the Cottage Program. MPA successfully managed this program from 1995 until December of 2003. The Cottage Program was officially closed as of March 31, 2004. I would like to thank and congratulate all the MPA staff and collateral service providers involved with this program, which over the years successfully assisted countless individuals to transition out of hospital and into the community. Your skills, hard work and support are a true testimony to the MPA philosophy and mission.

I would also like to take this opportunity to thank the Provincial Health Authority, the Vancouver Coastal Health Authority, the Fraser Health Authority and the Ministry for Children and Families for their continued support and funding. My appreciation is also extended to the British Columbia Mortgage and Housing Commission and the Canadian Mortgage and Housing Commission for their continued support regarding properties in this division through the provision of subsidies, affordable mortgages and maintenance funding.

It is my honour to work for MPA and the Supported Housing Division. I look forward to working with all of you in the continuing year.

Laurie Koziak
Director, Supported Housing
Supported Housing

**Duke House**
- A transitional group home for those who are ready for discharge from the hospital so they may find suitable community housing.
- 7 days a week (day & evening) staff support
- 5 Beds
- Co-ed

**West 10th**
- Group living for women who choose to reside in an all female household.
- Week day staff support
- 6 beds

**East 29th**
- Week day staff support
- 10 beds
- Co-ed
**Kidder Place**

- Our goal is to reduce the occurrences of hospitalization of the parent and the consequent placement of the children into foster care by assisting mentally ill parents with both mental health support and subsidized housing.
- Off-site weekday outreach support.

**Welwyn House**

- Week day staff support
- 10 beds
- Co-ed

**Phoenix Apartments**

- Two year transitional apartment program.
- Week day staff support
- Peer Support
- 14 Units
Supported Housing

**Hampton Hotel**
- Supportive Housing
- 24 hour 7 days/wk staff support
- Warm meal program
- Activities and social outings
- 46 units

**Irvine Place**
- Independent living with off-site weekday outreach support
- 3 x 2 bedroom apartments
- 1 x 4 bedroom apartment

**Heritage House**
- 5 Bed Group Home
- Residents suffer severe mental illness
- Co-ed
Supported Housing

Youth SIL

- Independent subsidized market rental apartments
- Ages 16 - 19 years (21 years max)
- Weekday outreach support to assist youth to maintain their home in the community.
- Transition into adult programming at age 21

SIL / SuperSIL

- Independent subsidized market rentals throughout the city

SIL

- Weekday outreach support based on individual need. Average 2 to 4 visits a month

SuperSIL

- Weekday and week-end outreach support based on individual need.

Batten House

- 5 Bed Group Home
- Residents suffer severe mental illness
- Co-ed
- Maple Ridge
Our facilities had a great year. Some of our residents visited Sechelt for a few days (Shenoa Retreat), others went to Camp Alexandra and Manning Park for river rafting and camping. Physical exercise and socialization are essential to mental well-being.

Residents over the past few months have commented and demonstrated that they enjoy the home like environment of our facilities. There is comfort among our residents that our staff are advocating for them in community integration. Home stability can have a directly positive relationship to amounts and levels of required medications.

Many of our locations require repairs and maintenance due to years of wear and tear. Funding is minimal or non-existent for capital upkeep making it more difficult to maintain our homes at the level we have been lucky enough to offer our members for quite some time now.

Budget Car Sales assisted us in purchasing a nine seat passenger van by providing a donation-in-kind. It has been on many excursions and has been thoroughly enjoyed.

Admittances to our facilities totals 106 individuals, 60 males and 46 females. The majority were suffering from different types of Schizophrenia, a major mental disorder that can result in complete dependence on the mental health system.

Hospital discharges represented 25% of admissions to licensed care. The balance of 75% come from temporary shelters, family homes, group homes and independent market rentals. The licensed care program discharged 104 members of which 64% went on to either semi-independent or independent living. This is a very successful rate with the population we serve.
Licensed Housing

**Beckman House**
- Residents suffer persistent Mental Illness
- Promotes semi-independent living
- Co-ed
- 13 Beds

**Winston Manor**
- Respite Care
- Up to 30 day stay
- 8 Beds
- Relief for care givers of those with mental illness

**Sophia House**
- 6 Beds
- Residents who suffer from severe and persistent mental illness
- Promotes semi-independent living
- Limited to Males
Licensed Housing

Banyan House

- Housing for residents who require on-going supervision
- Residents suffer severe and persistent mental illness.
- 6 Beds

Byron House

- Psycho-Geriatric Care
- Residents who suffer from mental and physical illness.
- Co-ed Facility

Tilikum House

- 6 Beds
- Past involvement with the criminal justice system, and suffering from mental illness.
- Limited to Males
- 6 Beds
Licensed Housing

Tamarack House
- 6 Bed Group Home
- Residents suffer severe mental illness
- Limited to Males.

Virginia House
- 9 Bed Group Home
- Residents suffer severe mental illness.
- Forensic History
- Limited to Females.
- Preparation for community placement

Berman House
- 6 Beds
- Transition house for individuals who suffer from Psychiatric and drug addicted related issues.
- Program is based largely on high adventure activities.
- Limited to Males
Finance and Human Resources

The purpose of the Finance Department is to promote fiscal responsibility, ensuring that adequate financial controls are in place to safeguard the Society’s assets, and provide timely financial reports to assist in the setting of financial priorities.

The Finance Department supports the delivery of services to members by performing a number of functions:

Financial Management
- Preparing accurate and informative financial reports that provide the tools needed to make sound financial decisions for the Society as well as to assess the financial health of the Society.
- Identifying current and anticipating future trends in funding and expenditure levels to support the operational changes that ensure the ongoing stability of services to members.
- Preparing budgets and reporting operating results to program managers who ensure that programs operate within available funding dollars.

Financial Accountability
- Providing audited financial statements to funding and regulatory agencies.
- Preparing financial statements and maintaining accurate financial records to assist our financial auditors.
- Preparing, monitoring and reporting the annual operating budgets to funding agencies that provide operating grants and subsidies for our program delivery.

Payroll and Program Expenditures
- Our payroll administrator ensures timely and accurate payment to over 180 employees, along with other statutory remittances.
- Our accounting clerk ensures timely and accurate payments to our suppliers as well as payments on behalf of our members.

Human Resources
- During the year the Human Resources function became the responsibility of the Finance Department. We are in the process of reviewing our procedures and refining our human resource policies.

We look forward to serving and assisting our dedicated group of employees through this function. With that in mind we hope to develop programs that will support the education and wellness of our employees.

Liz Hatton CGA
Director, Finance and Human Resources
Vancouver Mental Patients Association Society
Financial Report
March 31, 2004

<table>
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<tr>
<th>Current Assets</th>
<th>1,601,315</th>
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<tr>
<td>Restricted Assets</td>
<td>176,874</td>
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<tr>
<td>Facilities, net book value</td>
<td>4,317,482</td>
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<tr>
<td><strong>Total</strong></td>
<td>$6,095,671</td>
</tr>
</tbody>
</table>

| Current Liabilities       | 1,485,465 |
| Long term Mortgages       | 3,385,881 |
| Net Assets                | 1,224,325 |
| **Total**                 | $6,095,671|

| Grants                    | 8,798,654 |
| Client Rental Revenue     | 1,109,386 |
| Other                     | 89,149    |
| **Total**                 | 9,997,189 |

| Wages and benefits        | 6,430,463 |
| Facilities                | 1,302,025 |
| Client Rent Subsidies     | 1,255,266 |
| Client Programs and Activities | 639,820 |
| Other                     | 231,175   |
| **Total**                 | 9,858,749 |

| Excess of Revenues over Expenditures | $138,440 |
We’re Moving:

Effective July 15th, 2004 our Outreach and Administrative offices will be relocated to:

122 Powell Street
Vancouver, BC
V6A 1G1

Main Phone Number: (604) 482-3700
Administration Fax Number: (604) 482-3760
Outreach Fax Number: (604) 738-4132

Each individual at this location will have a dedicated direct line.

Our Community Resource Centre will remain at 1731 West 4th Avenue.
MPA—Motivation, Power and Achievement Society
for people living with mental illness

If you are interested in making a donation please call Ms. Laurie Koziak, Fundraising Coordinator at the main number (604) 738-2811 Ext. 224.

Thank you

Charitable Tax Number: 108167487RR0001