Celebrating our History
Moving towards our Future

Future Home of the MPA Community Resource Centre

Annual Report – 2008
Mission, Philosophy, Values, Beliefs

Mission Statement
To inspire hope and facilitate recovery for individuals with mental health issues.
To establish and operate social, vocational, recreational and housing programs that support people in their own communities.

Philosophy
Recovery from mental illness is achievable through empowerment, autonomy, responsibility and peer support.

Values
- The uniqueness of every person
- The right to self-determination
- Peer support
- Shared decision making
- Creativity and innovation
- Excellence

Beliefs
- Hope
- Every person has the right to be treated with respect and dignity
- Every person is unique and possesses an array of strengths and abilities
- Every person has the right to be the ‘director’ of their own recovery from mental illness

MPA Society—Living and working in Lower Mainland communities for 36 years.
Message from the Board

This has been another busy year, full of changes for MPA Society.

Last year we said goodbye to Roberta Chapman who served the MPA Society as Executive Director for five years. Roberta helped lead the MPA through some exciting transitions, and we thank her for her commitment to the Society and its members.

The Board undertook a thorough search for a new Executive Director, and we are very pleased to announce that David MacIntyre has joined as Executive Director to lead MPA, in what promises to be very exciting times. David has taken an active role since he started with the Society in March, and we look forward to working closely with him to provide strategic direction to MPA.

We also have been very excited by the proposed development at 7th Avenue and Fir Street in Vancouver. This promises to be a very exciting opportunity, with a proposed location for the MPA Society’s Community Resource Centre on the ground floor. I spoke in support of this proposal on behalf of MPA Society at Vancouver City Hall hearings in December, 2007. We also held a very successful Open House where members of the community in the neighborhood of this location were invited to see the proposed development. The feedback from this event was very supportive of the proposal and we are excited to see this process continue.

2007 also marked our Second Annual Art Auction, which was a great success, and we hope to expand fundraising efforts for MPA Society in the future.

Finally, I would like to say thank-you to Rena del Pieve Gobbi and Lenore Turner for their contributions to the Board over the past 5-6 years. Both will be stepping down from the Board at the end of their terms this year and their presence on the board will be missed. Thank you also to Jim O’Dea for his many contributions to the Board for the past four years.

On behalf of the board,

Kevin Chaplin
Chairman
Message from the Executive Director

First, I want to thank all the members and staff for their warm welcome to MPA Society. Since arriving in March of this year I have been impressed with the people I have met and the history of the agency. I look forward to the exciting times ahead and look to a period of growth for the MPA Society.

During the last year two major initiatives have moved forward: The Savoy Hotel and the relocation of the Community Resource Centre.

MPA has been selected to be the housing provider for the Savoy Hotel and renovations of this Downtown Eastside hotel have begun. The hotel is expected to open under a new name in 2009. The renovations will make the hotel more habitable and create an opportunity for programming. The plan is to create a homelike environment, similar to the Hampton Hotel which is owned and operated by the MPA.

Katherine Sanford Housing Society (KSHS) and MPA Society are partnering to build 62 new supportive housing units for low-income individuals and a new MPA Community Resource Centre. This will be a nine-story apartment building with the first two floors dedicated to a day-use mental health resource centre. The new location, 1601 West 7th Avenue, is a site owned by the City of Vancouver and leased to KSHS and MPA for 60 years.

City Council approved the use of the property on December 19, 2007. The City of Vancouver’s Urban Design Panel unanimously endorsed the project in June 2008. The project is scheduled to go to the City’s Development Permit Board in July 2008. The construction schedule will be determined, in part, by the response of the Permit Board.

In addition to the two major initiatives mentioned above there have been a number of changes and progress has been made in the following areas:

The MPA website was revamped and includes an updated Mission and Philosophy. Renovations at Kidder Place were completed. Strategic and Operational Planning has begun in all areas of the Society. The name Community and Support Services Division was changed to Advocacy and Social Justice to better describe the mandate of the service. Renovations at the current CRC are expected to begin in July.

I have been visiting the various MPA programs and look forward to meeting all members and staff personally. I believe this is an exciting time for MPA and I look forward to the opportunities and challenges ahead.

David MacIntyre
Executive Director
Membership resources are safeguarded and maximized...

![Pie chart showing Revenue with grants as the largest source at 88%, rental income at 11%, and other at 1%]

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<thead>
<tr>
<th>Revenue</th>
<th>2008</th>
<th>2007</th>
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<tr>
<td>Grants</td>
<td>9,922,544</td>
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<td>Retroactive Funding</td>
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<td>Rental Income</td>
<td>1,179,308</td>
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<th>Expenditures</th>
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<td>Salaries &amp; Benefits</td>
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<td>Property Costs</td>
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<td>Program Costs</td>
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<td>Other</td>
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<tr>
<td>Total</td>
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| Surplus (Deficit) | $113,199 | $93,699 |

Report from the Director of Finance and Human Resources
Members rights are protected through three pro-active advocacy programs.

Mission Statement
To empower and support people with mental illness to ensure their social and legal rights are promoted.

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 Society has historically been an advocacy oriented organization. Beginning in the early 1970’s, the MPA Society has been recognized as a leader in advocating for improved services closer to home for individuals experiencing the debilitating effects of living with a mental illness.

Over the last year the MPA Society has undergone a number of significant changes. One of the most profound changes has been the creation of a new portfolio encompassing what was known as Community and Support Services being renamed Advocacy and Social Justice.

This newly created portfolio incorporates the Community Resource Centre, the Mental Health Empowerment Advocates Program, Individual and Systemic Advocacy at Riverview Hospital and Court Services. We believe this is a more accurate description of the services being offered and more importantly, will provide focus and direction for an expansion of our advocacy services throughout the MPA organization and within the healthcare and justice systems.

Within the next year, all programs and services within Advocacy and Social Justice will begin the process of developing operational plans to set the direction, define goals, revise and develop portfolio mission and philosophy statements, and outline our actions for the next 5 years.

Rudy Young,
Director, Advocacy and Social Justice

MENTAL HEALTH EMPOWERMENT ADVOCATES PROGRAM (MHEAP)

The MHEAP Program continues to provide high volume and quality advocacy services for the membership of the MPA Society.

MHEAP services can be accessed through a variety of means including walk-in referrals, telephone, e-mail or on-site visits. Advocacy outreach is being provided by the advocates in Vancouver, North Vancouver, and Richmond and on a limited basis within the Fraser Health Authority.

This year as part of a service integration plan, the MHEAP advocates became more directly involved in providing advocacy services for members residing in our licensed housing program. This included completion of income tax returns and successful representation at tribunals ensuring members in licensed housing were receiving benefits they are entitled to.

Our services have expanded to include pro bono work in access justice referrals as well as expansion of advocacy services available through the CRC.
Advocacy and Social Justice

INDIVIDUAL & SYSTEMIC ADVOCACY

The Individual and Systemic Advocacy program based at Riverview Hospital continues to provide a range of advocacy services that have been associated with the MPA Society since our formation in 1971.

Our main areas of advocacy involve policy reform, patient rights information, mental health review panels and service delivery dispute resolution. We also provide leadership in developing a monthly newsletter, as well as offering a work experience through our coffee meet and greet programs. We are also actively involved in the development of a Peer Support Program at the hospital.

The success of this program is best demonstrated by being noted in the CCHSA Accreditation review at Riverview Hospital which found the MPA Advocacy Program to be one of the key success areas in their 2006 survey.

Our advocates are involved in various committees acting as patient representatives while sponsoring or leading a variety of social and educational activities leading to increased communication, mutual support and empowerment of those receiving treatment at Riverview Hospital.

The most prevalent advocacy issues during 2007 include issues relating to:

Money/valuables/possessions
Concerns related to illness
Discharge and transfer
Providing peer support
Quality/choice of care

During the past year, we have recorded 1743 contacts with those residing at Riverview Hospital and have been directly involved in the resolution of 128 issues.

COURT SERVICES

As with other areas of the MPA organization, Court Services is faced with new challenges being presented through redefining of services within both the healthcare and criminal justice systems.

The Court Services Program in both Vancouver and Surrey are at the center of an intersection of mental health, social services and criminal justice. The MPA Society has been providing Court Services in Vancouver for close to 20 years and for over 9 years in Surrey. This history and experience puts MPA at the forefront of understanding the complex interrelationship between mental health, physical health, social services and the criminal justice system.

In the later part of 2008, a new Community Court will be opening to address the growing need and demand for redirection from the traditional criminal justice system and for improvement in mental health services for individuals with mental illness before they become involved in the criminal justice system. Although a role has yet to be determined and finalized, the MPA Society, led by the Executive Director, has been involved in various discussions with a number of groups and funding agencies regarding our interest in participating in this new court.

The Court Services Program continues to strengthen our partnership with our funding agencies and we have been provided with a small project grant from the Law Foundation of British Columbia to improve our computer and database systems.
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.

There are currently 325 units of Supported Housing at MPA Society. They are located in 12 different programs throughout Vancouver and 1 in Maple Ridge. These community based housing options provide individuals with the ability to reside with optimal independence in the neighborhood of their choice. This is accomplished by providing a continuum of service.

MPA Society has a full spectrum of programming ranging from around the clock staffed homes to semi-independent living in market housing with only twice monthly outreach contact. Our members can have their housing support adjusted to meet their needs as they progress through the stages of recovery.

New initiatives in the past year included a full renovation of Kidder Place, which now houses 15 people in 11 suites, offering a new program that includes seven day a week staffing and life skills training. In the next year, MPA Society will add a 26 suite hotel that that is currently being renovated.

Sue Baker
Director, Supported Housing

Available supports include assistance with:

- Life skills training, cooking, budgeting and finances, home management
- Financial subsidies
- Social and peer support
- Vocational training/access to volunteer programs
- Recreation, health and fitness
- Advocacy and legal services
- Referrals for mental health and addictions treatment and information
- Illness and symptom management
- Medication information and support
- Public transportation
- Community resources and supports
Supported Housing

Irvine Place

The Hampton

Kidder Place

Phoenix Apartments

West 10th House

Duke House

Welwyn House

Batten House

Silken Laumann House
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.

The past year has been transformational resulting in Licensed Care being renamed Licensed Housing with a significant change in our mission and philosophy statements.

Within the context of our mandate and our new mission and philosophy statements, Licensed Housing over the past year has focused attention on building upon the principles of psychosocial rehabilitation and the development of partnerships, both internally and externally, to effect change and growth in our Licensed Housing program.

In late 2007 we began building a foundation to commence operational planning allowing us to chart a path for the next 3 to 5 years. Starting in early 2008 the actual process of operational planning began and should be completed by the end of this year. The process involves the participation of the Nurse Managers, the frontline staff and the members residing in licensing housing in developing an action plan that will guide improvements and growth within Licensed Housing.

We have partnered with a new pharmacy service provider – London Drugs and have accessed the BC Product Distribution Centre to reduce our costs allowing us to focus our attention on improving the services provided to our members in Licensed Housing. Our partnership with London Drugs has resulted in a small annual donation being made to the CRC as well as funding support for educational development of our staff. This partnership demonstrates the ability of gains in one area to have significant impact in other areas of service.

Our partnerships include those formed within the MPA organization. In the last year advocates from the MHEAP Program have done work for members in licensed housing including completion of income tax returns as well as successfully representing our members from licensed housing at tribunals with the Ministry of Employment and Income Assistance ensuring our members were receiving full benefits they are entitled to receive.

Berman House received the Kaiser Foundation National Award of Excellence for Community Programming in Substance Abuse and Mental Health. This prestigious award is given to only one recipient on an annual basis and we were represented by Nancy MacLean, Manager of Berman House, May Chow, Recreation Therapist and David MacIntyre, Executive Director of the MPA Society at the awards ceremony in Calgary Alberta. This award affirms the high standards of excellence sought by MPA in our programming as well as our commitment to best practices.

Beckman House in Maple Ridge held their annual Resident Appreciation Gala Celebration in September of 2007 and is an example of the “best” of best practices. Beckman House was also successful in being awarded a grant from the Fraser Health Authority to purchase much needed exercise equipment under the Healthy Minds – Healthy Body initiative through Fraser Health.

Rudy Young, R.P.N.
Director, Advocacy and Social Justice
Licensed Housing

Banyan House

Virginia House

Beckman House

Byron House

Berman House

Sophia House

Tilikum House

Winston Manor

Tamarack House
Community Resource Centre

Mission Statement
To provide resources that 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 the provision of support, access to resources, meals, activities and advocacy.

“People with mental illness can be vulnerable and stigmatized. The Community Resource Centre provides a safe community setting for our members to socialize and engage in peer support in a welcoming environment.”

For several years there has been uncertainty about the future of the Community Resource Centre. This past year has seen exciting developments in our quest for a new permanent location. The MPA Society is partnering with Katherine Sanford Housing Society, VCHA and the City of Vancouver to develop a new location for the CRC at the corner of 7th & Fir Street in Vancouver. This is an exciting project and will secure the continuation of the CRC well into the future. Along with the proposed relocation of the CRC, it is also proposed to have a number of much needed housing units directly above the new CRC to be serviced by the MPA Society.

As part of an overall plan of integration of services within the MPA Society, an afternoon education group has been initiated and is lead by a Nurse Manager from our Licensed Housing Program along with a Case Manager from the Adult Program with the Kitsilano – Fairview Mental Health Team. The CRC and MHEAP have also partnered with MEIA and now provide an onsite worker once a month to assist in connecting members to available financial assistance. The bridging of programs creates a synergy, enthusiasm and mutual understanding and respect while enhancing programs and services for the membership.

Rudy Young
Director, Advocacy and Social Justice

- **Areas of Advocacy**
  - Family & Relationship
  - Financial
  - Food
  - Housing
  - Legal
  - Medical & Dental
  - Mental Health
  - Substance Abuse
  - Victim Support Referrals
  - Medication Assistance
  - Crisis Intervention

- **Life Skills**
  - Food Bank Delivery
  - Kitchen Duties
  - Phone Reception Work
  - Riverview Peer Support
  - Walking Program
  - Mental Matters Workshop
  - Volunteer Activity Work

- **Social-Recreational Activities**
  - Sports, Chess, Scrabble, Movies,
  - Pool, Bingo, Art
To make an automatic monthly donation to provide regular funding to our programs and services, please fill in this form and fax to confidential number 604-482-3760. You may also mail this completed form to the address below.

I would like to make a monthly donation by Credit Card.

Visa _____ MasterCard _____

Credit Card # __________________________ Expiry Date ___________

Name as it appears on the card __________________________

I would like to donate to a specific program (optional) __________________________

Name __________________________

Address __________________________

City __________________________ Prov ______ Postal Code ___________

Home Phone # __________________________ Business Phone # __________________________

Email __________________________

Thank you for your support.

This information will never be shared—your confidentiality is assured.
To make a one-time donation to MPA-Motivation, Power & Achievement Society by cheque or credit card, please fill in this form and mail to:

MPA-Motivation Power & Achievement Society
122 Powell Street
Vancouver, BC  V6A 1G1
Phone 604.482.3700  Fax 604.482.3760

Enclosed please find my cheque in the amount of $____________________

________________________________________

I would like to make a donation by credit card.

Visa_____ Mastercard_____

Credit Card # ________________________ Expiry Date ___________

Name as it appears on the card ________________________________

________________________________________

Name ________________________________
Address _______________________________
City __________________ Provinces ______ Postal Code ________
Home Phone # ______________ Business Phone # ____________
Email ________________________________

I would like to donate to a specific program (optional) ______________________

Thank you

Registered Charity # 108167487 RR0001

This information is never shared—your confidentiality is assured

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Website: www.mpa-society.org
Funding and Community Support

Members thank you for your funding and contributions...

Government Funding

BC Housing Management, BC Ministry of Human Resources, BC Ministry of Public Safety & Solicitor General, Canada Mortgage & Housing Corporation, Fraser Health Authority, Human Resources & Skills Development Canada, Law Foundation of British Columbia, Province of BC Ministry of Community Services, Provincial Health Services, Vancouver Coastal Health

Community Partners, Donations and Gift in Kind


Your continued partnership with the MPA Society is important to people with mental health issues.

Fund a House. Fund the CRC. Fund a Room. Fund a Meal. Fund a Program. Fund a Project.

Contact David MacIntyre, Executive Director
604.482.3720 or dmacintyre@mpa-society.org