MPA-Motivation, Power & Achievement Society

ANNUAL REPORT
2010
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MPA-Motivation, Power & Achievement Society

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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—Empowerment in Mental Health since 1971
Message from the Board Chair

As Board Chair of MPA Society, I have had the pleasure to be working with a dedicated and professional Board of Directors volunteering their time who together with the Executive Director, David MacIntyre, has demonstrated exceptional vision and leadership. I am impressed with their commitment, support and wisdom.

Presently, the Board is developing the plan for the Strategic Direction the Society will embark on over the next five years. The focus of our plan is looking forward, without losing sight of our roots. Our roots are what give us our stability and foundation but our ability to adjust to the influences around us is what makes us strong, viable and able to thrive.

Our Strategic Direction identifies five Strategic Priorities to be addressed over the next five years. They are:

1) To improve the level of services and support to people recovering from mental illness;
2) To strengthen staff and volunteer resources;
3) To strengthen financial capacity;
4) To strengthen organizational capacity; and
5) To heighten and enhance our public profile.

The Board of Directors will develop a plan that is ambitious but realistic and in five years, MPA Society will be even further ahead in achieving our Vision and serving our Mission.

It has been my pleasure and privilege to serve as your Board Chair for the past two years. I am grateful to my fellow Directors for their many contributions and am confident the Board will continue to provide the leadership and enthusiasm that will ensure continued support of our Executive Director and staff as they navigate us through successfully achieving the targets in our Strategic Direction.

Gillian Reid
Chair - Board of Directors
The 2009/10 year has seen MPA Society enjoy a number of new experiences as we pursued different opportunities to support people with serious and persistent mental illness, while also continuing to evaluate and improve the services that have remained the foundation of the work we do at MPA Society. As Executive Director, every day, I am fortunate to be surrounded by a staff team that has chosen MPA Society as their employer, for all the right reasons: they believe in our approach and purpose, they care about the people we serve at MPA Society and they embrace the values that make our organization what it is. The accomplishments detailed in this Annual Report are a statement about the contribution of each and every individual working on behalf of MPA Society.

In January, MPA Society entered into a new program area with the opening of our cold weather shelter. This partnership with the Province of BC and City of Vancouver afforded our organization the opportunity to serve homeless people with mental illness on the West side of Vancouver. With the planned closure in April, all parties expressed gratitude and appreciation for the quality of service and client care provided. This and all our program accomplishments are detailed in this annual report.

Just over two years ago, MPA Society celebrated an announcement by the provincial government that, in partnership with The Katherine Sanford Housing Society, we were selected as the operators of the site that would be built on the City of Vancouver owned property at 7th & Fir in Vancouver. On May 25th, the much anticipated funding commitment, promising construction of this building, was announced. The 7th & Fir site is estimated to be completed in 2012 and will provide 62 new units of housing. Moreover, it will include a purpose-built resource centre with enhanced ability to provide service to the people who currently attend the MPA Resource Centre. This news is exciting for many reasons; not only does it introduce new housing options for people in need, it also validates the importance of providing housing options in every neighborhood, thereby, facilitating the opportunity for those people who require social housing to stay in their home communities.

As noted in the Board Chair’s report, there has been significant work done by our Board leaders and I continue to be grateful that members of our community are willing to volunteer their time to help guide organizations like MPA Society. While we are proud of the work that went into defining the Strategic Direction, the document only serves as a guide to the various departmental activities and program developments, as the MPA staff who work in these areas put into operation the various elements contained in the plan. Measurement tools will be integrated into our operational planning to ensure we are on track, translating the Strategic Direction into action and action into outcomes, as we proceed in achieving the desired future for MPA Society and those we serve.

This past year, MPA Society made the decision to pursue CARF Accreditation with the goal of completing this by 2012. We researched many accrediting bodies and determined that CARF’s philosophy and client-centered approach was an appropriate match for us. Accreditation is evidence from an external, international group that our organization strives to improve efficiency, fiscal health, and service delivery — creating a foundation for continuous improvement and satisfaction for those we serve. The year ahead proves to be an exciting one with many valuable opportunities to learn and grow!

This past year has also held its share of disappointments. Overall, the community health sector faced significant cuts to programs and services, as funders everywhere were forced to make difficult decisions in order to manage budget reductions. MPA Society learned that we would be experiencing a significant reduction in the Court Services Program and forced to close one group home.

Despite the financial challenges that are currently a reality of our sector, MPA Society continues to move forward with optimism and confidence. Next year, we will be celebrating our 40th anniversary! We continue to have an exemplary team of employees who do outstanding work, with an unmatched commitment. Moreover, we have the awareness and capacity to make necessary adjustments to ensure we remain competitive and the principles and values to ensure we do not compromise quality. We look forward to enjoying this upcoming landmark year with all of our partners, colleagues and friends.

David MacIntyre
Executive Director
MPA Society - Board of Directors / Society Directors

MPA Board of Directors

Gillian Reid
Board Chair

Leitizia Lorello

Laura Williams-Taylor
Board Vice-Chair

John Gunn
Board Treasurer

Ron Warbrick

Gwen Rogers

MPA Society Directors

David MacIntyre
Executive Director

Elizabeth Hatton
Director, Finance & HR

Sue Baker
Director, Supported Housing

Rudy Young
Director, Advocacy and Social Justice

Nick Blackman
Director, Licensed Housing

Chris Heminsley

Kim Capri
Director, Corporate Development
**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 continues to be positioned as an advocacy focused organization. From our inception to the present day, MPA Society has been and continues to be widely recognized as a leader in advocating for improved services for individuals experiencing the debilitating effects of mental illness.

The Advocacy and Social Justice portfolio of services includes the MPA Resource Centre, the Mental Health Empowerment Advocate Program (MHEAP), Court Services located in Vancouver and Surrey and Individual and Systemic Advocacy at Riverview Hospital.

2009 has been an exciting year for Advocacy and Social Justice. In the later part of 2009, MPA Society was approached by BC Housing and the City of Vancouver to develop and operate the first ever co-ed 24 hour low barrier cold weather shelter in the neighborhood of Kitsilano. The Cold Weather Shelter was not only successful but it earned praise from BC Housing, the City of Vancouver and we even received letters of support and appreciation from the local area neighborhood.

The programs within Advocacy and Social Justice continue the process of integrating our programs and services with other programs and services offered through the MPA Society. These efforts are resulting in improved and better coordinated services through using the many resources available within our organization.

We are also in the process of changing our focus to provide services based on the social determinants of health. It is widely recognized that the social determinants of health are the best predictors of health and we believe that if we focus our efforts on those determinants then better health should result for those utilizing our services.

The year ahead brings challenges in funding reductions from Vancouver Coastal scheduled to take effect in November of 2010. The staff of Advocacy and Social Justice remains focused on providing the best possible service for our members and we look forward to meeting the challenges that lie ahead in 2010 and beyond.

Respectfully,

**Rudy K. Young, R.P.N.**
Director of Advocacy & Social Justice

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**MENTAL HEALTH EMPOWERMENT ADVOCATES PROGRAM (MHEAP)**

**Philosophy Statement**: *Promotion of social and legal rights through representative advocacy and education for those recovering from mental illness*.

The Mental Health Empowerment Advocates Program (MHEAP) continues to provide high volume and quality advocacy services for the MPA Society organization. Our specialized areas of advocacy include legal aid and financial assistance, tenancy right and educational workshops for both those in need of advocacy and for other non-profit services based organizations.

The services of MHEAP are easily accessed through a variety of means including walk-in self referral, telephone, e-mail or onsite visits in Vancouver, North Vancouver and Richmond. We also provide our services on a limited basis within the Fraser Health Authority including Riverview Hospital which is part of the Provincial Health Services Authority (PHSA).

In 2009 – 2010 we continue to focus on MHEAP becoming more fully integrated with other program areas of Advocacy & Social Justice as well as other program areas within the MPA Society organization.

Our services ensure that individuals receive the full economic benefits they are entitled to under both provincial and federal law and include such activities as completion of basic income tax preparations, letters for student loan forgiveness and representation at hearings and tribunals related to appeal processes for securing disability benefits for those that meet defined eligibility requirements.

The MHEAP program in 2009 – 2010 engaged in over 10,000 individual acts of advocacy. In the coming year we will focus our attention towards providing services that enhance the social determinants of health.

Respectfully,

**Rudy K. Young, R.P.N.**
Director of Advocacy & Social Justice
COURT SERVICES

Philosophy Statement: “To empower individuals living with mental illness in conflict with the legal system which is achieved through connections to the community, acts of advocacy and relationship building.”

The Court Services Program at both Vancouver and Surrey sites remains situated at the intersection of mental health and addictions and the criminal justice system.

The Downtown Community Court (DCC) has now been operating for over a year and has not demonstrated a significant impact on the number of individuals seeking or requiring our services at the Main Street Courthouse. We continue to have conversations with DCC about a possible role for the MPA Society Court Services Program and both programs are developing an understanding of the role that each serves within the fields of mental health and criminal justice.

Although falling outside of the fiscal reporting year, MPA Society was informed by Vancouver Coastal Health that they would be divesting from our Vancouver Court Program in the later part of 2010. In response, the MPA Society has begun the process of approaching other potential partners for support of our work in the Vancouver Court and has also started examining what role other programs areas within the MPA Society might be able to play in supporting our work at the Vancouver Court Program.

In 2009 – 2010 the Surrey Court Program, funded in part by the Law Foundation of British Columbia underwent a performance review and the results of that review will be available to us in the next reporting period.

Our Court Programs in Vancouver and Surrey are widely recognized and strongly supported by clients, defense lawyers, crown counsels, Provincial Court Judges and others connected within the mental and criminal justice systems and we look forward to meeting the challenges ahead in 2010 – 2011.

Respectfully,
Rudy K. Young, R.P.N.
Director of Advocacy & Social Justice

MPA SOCIETY RIVIEW View ADVOCACY PROGRAM

The MPA Riverview Advocacy Program offers both individual and systemic advocacy for individuals residing at Riverview Hospital.

As anticipated, with the continued downsizing of Riverview Hospital towards complete closure scheduled for 2012, the Provincial Health Services Authority (PHSA) – the operator of Riverview Hospital has decreased funding for the advocacy program in 2009 – 2010 and we now have a .6FTE Advocate to work with residents of the hospital in ensuring that individual rights are observed and that systemic issues are being addressed.

We continue to connect with residents of the hospital through regular attendance at care unit meetings, sponsorship of the Patients Rights Committee which meets monthly as well as responding to individual requests for advocacy services.

In 2009 – 2010 we were able to provide successful advocacy for a significant systemic issue arising from inconsistent food quality and quantity. Through our efforts and those of the Patient Rights Committee, Riverview Hospital took quick action and the issue was resolved to the satisfaction of everyone.

With the continued downsizing of Riverview our Advocate is connecting with those being discharged from the hospital to ensure that proper planning is in place for eventual successful living in the community of their choice. We are also providing information for those discharging from the hospital within contact information for other available MPA Society resources including homeless outreach, the MPA Resource and our MPA Advocacy Program based out of our West 4th Avenue location.

Respectfully,
Rudy K. Young, R.P.N.
Director of Advocacy & Social Justice
COLD WEATHER SHELTER

In late 2009, MPA Society was approached by BC Housing and the City of Vancouver to operate a low barrier, co-ed, 24 hour a day shelter in the neighbourhood of Kitsilano. This was the first time that a low barrier 24 hour shelter had been operated in Kitsilano.

In approximately 3 weeks we recruited the staff, provided them with a full week of orientation to the MPA Society, sourced the supplies and equipment and we opened on January 15th, 2010.

The shelter achieved significant results. We ran over capacity for almost the entire time the shelter was in operation. We were able to provide a range of services including access to a dedicated BC Housing funded Homeless Outreach Worker, medical and psychiatric services within the community while providing individuals with nutritious meals, hot showers and access to laundry facilities. As part of our approach, personal belongings and pets were also welcomed and staff received instruction in how to handle pets from the Vancouver SPCA.

The shelter received praise from BC Housing, the City of Vancouver including the Mayor and in fact the City of Vancouver received several calls of support from the local community for the work being done by the shelter.

On behalf of the MPA Society we would like to extend our appreciation to Doug Kellam, the Manager of the Cold Weather Shelter and the entire staff team for making this, our first shelter operation, such a success.

Respectfully,
Rudy K. Young, R.P.N.

MPA 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 advocacy, activities and social gathering including meals.

Although occurring outside of the 2009 – 2010 reporting period, we are extremely pleased to report that the 7th and Fir project has been officially announced by the BC provincial government. The 7th and Fir project will provide a new and purpose built home for the MPA Resource Centre as well as providing much needed supported housing in the neighborhood of Kitsilano. Construction is anticipated to start in the fall and it will take approximately 18 months to complete.

The process of the 7th and Fir project has been ongoing for the past couple of years. In anticipation of the MPA Resource Centre relocating to a new purpose built space a number of significant changes at the Resource Centre were initiated in 2008 resulting in a new focus on social and recreational activities in a more user friendly and aesthetically pleasing environment. Additional supports were also implemented including a BC Housing funded Homeless Outreach Worker.

During 2009 – 2010 the MPA Resource Centre continued to build on those significant changes that were made in 2008 to the physical environment and the social and activities programming.

We are proud to report that in the last year we had almost 32,000 visits to the MPA Resource Centre. This represents an increase of more than 17% from attendance levels in 2008 when the renovations and programming changes were implemented. Along with the dramatic increase in attendance we are pleased to note that attendance by females has increased to an average of 24% of total sign-ins.

The MPA Resource Centre continues to work towards becoming the hub of social and recreational activities for the entire MPA Society and with our surging attendance and dedicated staff the possibilities are endless.

We have now had a full time Recreation Therapist at the MPA Resource Centre for a full calendar year and she continues to expand programming into new and exciting areas. We are pleased to report that we have received funding support from the City of Vancouver and are excited with this new partnership.

On behalf of the MPA Society we would like to extend our appreciation to Martin Dutton, Manager of Advocacy & Social Justice and the staff team at the Resource Centre for their dedication and commitment in making the MPA Resource Centre a warm, vibrant and stimulating environment for our members.

Respectfully,
Rudy K. Young, R.P.N.
Director of Advocacy & Social Justice
Supported Housing

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.

This year was perhaps one of the busiest ever in the Supported Housing Division. At the forefront is our involvement in the Mental Health Commission of Canada Research Demonstration Project. This is better known as the “At home/Chez Soi” project. In Vancouver, MPA is one of the lead service providers. This national project will also be conducted in the cities of Winnipeg, Toronto, Montreal and Moncton and is designed to provide policy relevant evidence about what service and system interventions best achieve housing stability and improved health and well-being for those who are homeless and mentally ill. Specifically, MPA’s key responsibility is to secure 200 units of market rental housing, and to administer the subsidies for the program participants. The project launched in September, 2009 and it involves researchers, service providers and organizations as well as people who have experienced homelessness and mental illness. To date we are pleased with the response from landlords and other partnerships within the private rental market as we look to provide safe and affordable housing for individuals in the project.

We also started a new program based in two of the Single Room Occupancy Hotels (SRO’s) that the Province of BC and BC Housing purchased as part of their safe and affordable housing initiative. As well, we entered into a partnership with BC Housing, VCHA, & the City of Vancouver to provide similar services at the Holburn Hotel. The main difference being the Holburn is privately owned building. With a team of five staff, we provide outreach services on a voluntary basis to a total of 167 residents within the three hotels. The vast majority of tenants at these hotels have been identified as being at risk of homelessness and many are contending with both mental health and addiction issues exacerbated by living on the street and all of the health complications that these conditions bring. The Hotel Outreach Staff have assisted the hotel residents with connecting to mental health services, health care agencies, educational and employment services, held workshops by the MPA advocates, accessed numerous social services and attempted to ensure that all the residents were able to maintain safe housing.

The ongoing Supported housing programs provided homes for 299 people. These include the SIL programs-177 people, the Hampton Hotel - 46 residents, Kidder Place- 15 residents, Phoenix Apartments- 14 residents, Irvine Place -10 residents, Silken Laumann House - 10 residents, Welwyn House - 10 residents, West Tenth House - 6 residents, Batten House - 5 residents and Duke House - 5 residents.

Sue Baker
Director, Supported Housing
Supported Housing

Phoenix Apartments

Welwyn House

West 10th House

Duke House

Kidder Place

Batten House

Irvine Place

Silken Laumann House

The Hampton
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.

In partnership with friends and families, local businesses and funding partners we have enjoyed another successful year focused on supporting our members in overcoming challenges and building on their strengths.

Through our continued commitment to safe, clean and comfortable housing, MPA has been busy completing renovations and various improvements at many of our homes.

We continue to celebrate the successes of our members as they build their inventory of education, skills and knowledge. With the goals of improving life skills such as money management, menu planning and gardening our members have achieved more independence, responsibility and confidence.

The life skills facilitated and encouraged by our staff and attained in our homes have also supported some of our members who have graduated to more independent housing. These members have returned to our homes to share in their success with current members. These peer supports are highly valued and seen as a positive example of the implementation of the principles of psychosocial rehabilitation in our homes.

MPA Society continues to develop our partnership with Douglas College and the Health Sciences Department as we continue to host students for practicum placements in a number of our homes.

This year will be the first year the MPA Society Award of Distinction in Psychosocial Rehabilitation and Recovery will be awarded to 2 Douglas College students in the Mental Health Worker and Health Care Support Worker programs. The award is given to the students who have attained a minimum GPA of 3.0 and demonstrated the initiative and ability to apply the principles of psychosocial rehabilitation and recovery in their practicum settings. In addition, the students are asked to write a personal statement about how they have applied these principles and how they envision the future of psychosocial rehabilitation and recovery.

This award demonstrates MPA Society’s strong commitment to supporting recruitment, education and retention in the field of mental health. Ensuring competent and creative supports and services is vital to the ongoing success of our members and MPA Society.

With a unique focus for each of our 9 homes, members are offered a wide variety of physical, social and spiritual activities, learning and vocational opportunities and health support systems. These contribute to ensuring our members are given the tools needed to be successful on their road to recovery from mental health challenges.

We look forward to another successful year in 2010.

Nick Blackman
Director, Licensed Housing
Licensed Housing

Byron House

Berman House

Winston Manor

Beckman House

Sophia House

Virginia House

Tamarack House

Tilikum House

Banyan House
Membership resources are safeguarded and maximized...

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<tr>
<th>Revenue</th>
<th>2010</th>
<th>2009</th>
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<td>Grants</td>
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<td>Rental Income</td>
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<td>Other</td>
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<th>Expenditures</th>
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<tr>
<td>Salaries &amp; Benefits</td>
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<td>7,577,410</td>
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<td>Property Costs</td>
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<td>Program Costs</td>
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<tr>
<td>Other</td>
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<td><strong>Total</strong></td>
<td><strong>$ 12,695,114</strong></td>
<td><strong>$ 11,604,155</strong></td>
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| Revenues over Expenditures | $ 160,017 | $ 157,863 |

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 2009/2010 fiscal year MPA Society experienced a relative break even of operating revenues and expenditures.

During the year, MPA added three new programs to its continuum of services. This is reflected in increased grant income for the year, with proportionate increases to salaries and benefits and property and program activity costs associated with these new services.
Funding and Community Support

MPA Society Members thank you for your funding and contributions...

Government Funding

BC Housing Management Commission, BC Ministry of Housing and Social Development, Fraser Health Authority, Law Foundation of British Columbia, Provincial Health Services, Vancouver Coastal Health, Mental Health Commission of Canada, City of Vancouver

MPA Society and its members would like to extend a thank you to all community members who contribute by a donation of food, cash, a gift-in-kind, new clothing or by volunteering.

You are helping to ensure that each individual who comes to MPA Society, now and in the future, is able to receive the support and service they need.

Please join us in our campaign to help people in the most need. One small action has large repercussions in a person’s life, providing hope and facilitating recovery for individuals with mental health issues.