MPA-Motivation, Power & Achievement Society

Annual Report 2011

40th Anniversary Edition

Empowerment in Mental Health Since 1971

What we've got

When all the work on the drop-in is completed within the next month, these are the facilities that will be available to members (most of them are already available):

- A SPACIOUS, WELL-LIT, COMFORTABLE LOUNGE AREA
- A KITCHEN AREA WITH SMALL CAFE-STYLE TABLES
- A POOL TABLE
- A PING-PONG TABLE
- A QUIET ROOM
- A TV ROOM
- A CRAFTS AREA
- A WORKSHOP AREA
- A DAYCARE ROOM FOR KIDS
- A PHOTOGRAPHY DARK-ROOM
- TABLE GAMES
- A NEWSLETTER LAY-OUT AREA
- OFFICE SPACE FOR READING, WRITING AND TYPING
- A LIBRARY OF MAGAZINES AND BOOKS
- TWO TOILETS
- AND MORE!

Our invitation to you, pages 2-3

MPA'S NEW DROP-IN
2146 Yew at Sixth
Come by and see us
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**ANNUAL REPORT**

**MPA-Motivation, Power & Achievement Society**

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**On the Cover:**
The cover picture is from a September 1974 ‘in a Nutshell’, a quarterly publication put out by members and staff of the VMPA (Vancouver Mental Patients Association), the name by which MPA was formerly registered as a non-profit charity with the BC Government.
Vision, Mission, Philosophy, Core Values and Beliefs

**Vision**

A society inclusive of people with mental illness who make choices about their lives and participate fully in their community.

**Mission**

Inspiring hope and supporting recovery for people with mental illness by establishing and operating social, vocational, recreation, advocacy and housing programs that support people in their own communities.

**Philosophy**

Recovery is achievable through support, empowerment, autonomy, and responsibility.

**Core Values and Beliefs**

At MPA Society, we value:

- The uniqueness of every person
- The right to self-determination
- Peer support
- Creativity and innovation
- Accountability

At MPA Society, we believe:

- Every person has the right to be treated with dignity and respect
- Every person possesses an array of strengths and abilities
- Every person has the right to direct their own recovery
- In supporting individual growth
- In hope
MPA's 40th year has been exciting and productive. First let me say that I am honored and proud to have served on the Board of Directors for the past six years, and to have served as Chair for the past three years. It has been a fulfilling experience and I am grateful for the opportunity it provided to give back to the MPA Society. Over the past six years I have had the privilege to meet and work with many caring, talented, and dedicated people. While I am sad to be leaving, I am exceptionally confident in the remaining Board Directors' ability and dedication to continue to guide the society according to MPA's Vision, Mission, and Philosophy.

These are challenging yet exciting times. Many Not-for-Profit organizations have suffered due to the economy and funding reductions. However, due to strong financial management and proactive leadership, MPA has actually grown, expanding both programs and funding. New housing programs have been developed in Burnaby, Port Coquitlam, and Maple Ridge in addition to the Vancouver housing programs that we already run. This is in line with our goal for this year, to expand programs to reach more people throughout Metro Vancouver. As well as following our Mission to provide housing for people with mental illness in their own communities.

MPA Society continues to be an advocate for the rights of people with mental illness, both individually and systemically, through setting a high standard for service delivery and sharing information about those standards and procedures with other service organizations in order to benefit the greatest number of people dealing with mental health issues.

In December of 2010, it was very gratifying to finally attend the groundbreaking at the new MPA Resource Centre's 7th & Fir location. It has taken many years of work to get the project to this point. I'm looking forward to seeing the new building finished. Most of all, I'm excited about all the opportunities and benefits the new MPA Resource Centre will provide to our Members.

December 2010 also marked the return of the much needed Cold Weather temporary shelter. We view this as more than a temporary solution. The shelter gave us the opportunity to reach out to people who are dealing with the combined effects of mental illness and homelessness. Mental illness is isolating enough, but when combined with homelessness it becomes a vicious trap to get out of. The shelter allowed us to help them reconnect with services available, to find long term solutions to both their housing and health needs, if they were willing. Even now that the shelter is closed, this remains an ongoing process and priority.

In addition to our usually well attended annual MPA Christmas Party, this year we celebrated our 40th Anniversary. On March 24, 2011 we celebrated forty years of service with the 'Blast from the Past' Carnival. While this event was a lot of fun, it also was an opportunity to look back at our origins and history. A chance to remember and honor all the people and hard work that has brought us to today. As well, a chance to look forward to all that we wish and need to accomplish in the future.

This has been a busy and exciting year and I would like to thank all the Management and Staff, my fellow Directors on the Board, and all the Volunteers and Members who participated in making this such a successful year. I know that the Society is in excellent hands, and that the years ahead will bring many more benefits to our Members.

Thank you and goodbye,

Gillian Reid
Board Chair
Message from the Executive Director

The past year at MPA Society has been an opportunity for our organization to further expand our continuum of housing services in much needed areas, solidify key relationships with our many stakeholders and partners, and explore and invest in opportunities that will add to our ability to offer much needed services and supports to our members.

Thoughtful growth continues to be a theme at MPA Society. This year, we welcomed the opportunity to once again serve Vancouver’s homeless population through the operation of our cold weather shelter. Two new housing opportunities were launched, allowing MPA to serve the communities of Burnaby and Coquitlam; namely, Hall Towers and Meridian Village. In Maple Ridge, Beckman House increased its capacity and in the upcoming year, this program will further expand to include a Bridging Program to facilitate a gradual increase to greater independence for the people residing there. The Resource Centre continued to be a hub of activities and in December, everyone at MPA celebrated the ground-breaking for the new and much anticipated building at 7th & Fir, scheduled to open in 2012. In my job as Executive Director, I am privileged to hear of the daily success stories, at every MPA program, shared by enthusiastic staff and appreciative Members. The work they do together is heart-warming and inspirational.

We are grateful for the relationships we have with partners on every level. Our funders, including BC Housing, Vancouver Coastal Health and Fraser Health, The City of Vancouver and Streetohome Foundation, continue to regularly involve us in discussions about opportunities and challenges and how we can work together. Our service partners, including Katherine Sanford Housing Society, Lookout Emergency Aid Society, RainCity Housing and St. James Community Services Society have provided tremendous collaborative opportunities and all of us in the health services are better off for these relationships.

Administratively, our Board and staff are always exploring ways that we can expand and improve services to our Members. In addition to increasing the number of programs we are able to provide, we are focusing on program evaluation and service accountability. The CARF accreditation process is one part of that. In addition, the Board of Directors, through the Nominations, Governance and Finance Committees have done tremendous work to ensure MPA Society meets all standards of accountability, transparency and professionalism.

The 2010/11 year marks a special anniversary for MPA Society, as 40 years ago, our organization was born. While this marks an occasion to celebrate the incredible work done by MPA Members, staff and volunteers over the years, we must never lose sight of where we have come from and the reason our organization was created. While today we celebrate the playfulness of the free-spirited 70’s, at MPA Society, the early years were marked by challenges, protest and adversity. A handful of courageous individuals came together to challenge the existing practices and approaches that added to the vulnerability of people who were diagnosed and labeled mentally ill. Yes, much has improved but our work is far from done. Reflecting back 40 years ago, to the start of MPA Society, evokes conflicted emotions of pain and hope, and anger and joy. The path ahead is optimistic and marked by enthusiasm.

This report is written with tremendous gratitude, to those leaders in 1971, who, in the face of adversity, started this organization; to our amazing staff team at MPA Society who continue their work; to my Board of Directors who volunteer countless hours for what is often considered an “unpopular cause;” and to all of our supporters in the community who provide us with encouragement, compassion and motivation.

David MacIntyre
Executive Director
**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.

In the year of our 40th anniversary, 2010 – 2011 has been a transformational year full of excitement, change, challenges and hope for the future.

MPA Society is well positioned as an advocacy focused organization. From our beginnings in 1971 to the present day, MPA Society is recognized as a leader in advocating for innovative services to address the needs of our members.

The programs within the portfolio of Advocacy and Social Justice are integrated with our many other programs and services. This integration allows for a well coordinated and effective use of our resources in strengthening the resilience of our members while leading to enhancements of the social determinants of health for our membership.

Respectfully,

Rudy K. Young, R.P.N.

Director of Advocacy and Social Justice

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**Mental Health Empowerment Advocates Program (MHEAP)**

**Mission Statement**

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

The MPA Advocacy Program has undergone a program review and has developed a plan to strengthen and enhance our advocacy services well into the future.

The advocacy program is now focused on the social determinants of health with our overall goal of assisting our membership to strengthen their resilience while becoming healthier through our representative advocacy activities.

We continue to provide a high volume and quality service for the entire MPA Society organization. Our areas of specialty include financial, tenancy and educational workshops for those in need of advocacy as well as other health service providing organizations. Our services are easily accessed through a variety of means including walk-in, self referral, internal and external referrals, telephone, e-mail or onsite visits throughout Vancouver, Richmond and North Vancouver.

Our future efforts will focus on enhancing our accessibility, flexibility, mobility, efficiency and accountability resulting in increased satisfaction for our membership, funders and the broader community.

An example of our future focus was our leadership in assisting our membership put forward their claims for monetary compensation in the Zyprexa Settlement Agreement. The advocacy team mobilized and raised awareness within the mental health community on a provincial scale. Our advocates developed a simple straight forward claim package guide, developed presentation materials and provided education to other organizations as well as making the information available on line from our website and through our toll free number on how to file claims on behalf of their clients. Our efforts led to MPA Society directly filing more than thirty (30) claims on behalf of our membership with a potential minimum monetary value of approximately 350,000.00.

Respectfully,

Rudy K. Young, R.P.N.

Director of Advocacy and Social Justice
Advocacy and Social Justice

MPA Society Riverview Advocacy Program

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

In early 2011 we were informed that Riverview Hospital would close in 2012. More recently, we were informed that the hospital will cease all operations and close effective May 01st 2012.

In keeping with the continued downsizing of the hospital towards closure we now have a half time (.5) FTE Advocate working with residents of the hospital continuing to ensure that their individual rights are observed and that systemic issues are being addressed. Our contract for Advocacy Services with the Provincial Health Services Authority (PHSA), the operator of Riverview Hospital terminates on March 31st 2012. As part of our commitment to those being relocated from Riverview Hospital to other facilities and hospitals, our Advocate is providing each individual with an information brochure as well as full contact information for our advocacy services as well as the other programs and services MPA Society provides.

Since 1998, MPA Society has provided hundreds of individuals with thousands of acts of individual advocacy, and has addressed several larger systemic issues, leading to better care and treatment of those residing at the hospital. Our advocacy work at Riverview was conducted in the long standing tradition of MPA Society from our early beginnings in 1971 and serves as a significant source of pride for our organization. To the many MPA Advocates that have provided this invaluable and necessary service, we would like to express our gratitude for your dedication, commitment and the pride in which you demonstrated the finest of our founding principles of respect, dignity and empowerment.

Respectfully,

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

Court Services

Philosophy

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.

As mentioned in previous annual reports, the Court Services program is situation at the intersection of mental health, addictions, poverty, homelessness and the criminal justice system.

In November of 2010 Vancouver Coastal Health divested from our Court Program at the Vancouver Courthouse site. The impact was significant in the loss of a number of full time Court Worker and Court Outreach Worker positions. Fortunately, the Law Foundation of British Columbia committed to funding one (1) FTE position on a pilot project basis leaving the program with two (2) full time Court Workers funded exclusively by the Law Foundation of British Columbia. This pilot project position will undergo an external review in 2011.

Both Court Worker positions continue to provide invaluable service to our members as they navigate the criminal justice system by arranging for legal counsel, providing support through the court process, making connections through our existing partnerships with housing, medical and psychiatric services as well as ensuring our members are receiving all economic benefits they are entitled to receive.

Our Surrey Court Program continues to receive funding for a half time (.5) FTE maintaining focus on providing support through the court system while making necessary connections to a range of community partners ensuring a successful reintegration from the criminal justice system to the broader community.

Respectfully,

Rudy K. Young, R.P.N.
Director of Advocacy and Social Justice
**Community Resource Centre and Shelter**

**MPA Resource Centre**

**Mission Statement**
*To provide resources which 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.*

In the 2010/11 year, the Resource Centre saw a 40% increase in the number of visits it received. Worth noting is that within the population of those attending, the number of females and individuals over the age of 65 participating at the Resource Centre is on the rise. The staff team at the RC has done a tremendous job in adapting to the immerging needs of the population and tailoring program and service delivery to accommodate the multitude of interests and needs that present themselves every day.

In December, the long-awaited ground breaking at 7th & Fir was celebrated. The Resource Centre continues to plan for and implement changes and make adjustments, based on the anticipated opportunities that will be present, as a result of our new physical location. This on-going process will provide for a seamless transition and minimize service disruption for our members when we assume occupancy in 2012.

The MPA Resource Centre continues to receive favorable response from those in attendance, with 80% of individuals rating the programs and services as either "excellent" or "very good." In addition to the rating, written comments acknowledge the staff for their caring approach, patience and resourcefulness.

In 2010/11, the MPA Resource Centre:
- Had 36,805 visits;
- Served 27,275 meals
- Provided advocacy support for 23,215 individuals;
- Delivered life skills/activities sessions attendance was 2,113 individuals; and
- Offered social/recreational sessions for 5,784 individuals.

The Resource Centre's ability to serve so many Members at such a high quality level would not be possible without the vision of its Manager, Martin Dutton and the dedication and enthusiasm of the entire staff team. Their commitment and passion is noticed by everyone within our organization.

Respectfully Submitted by
Kim Capri
Director of Corporate Development

**MPA Society Cold Weather Shelter**

This past year, MPA Society was again asked to operate a HEAT Shelter in the City of Vancouver. This low barrier, co-ed resource operated from December until April and provided shelter, support services, including medical, social and housing, nutritious meals, shower and laundry service and a place to sleep. The shelter operated in partnership with BC Housing and the City of Vancouver, with meal service contracted through Look-Out.

During the five months the shelter was open, there were 187 unique shelter clients that availed themselves of this service, with 156 males and 31 females. The shelter capacity was 40 and within one week of opening, the program was at capacity and remained full throughout the duration.

As in the previous year, the shelter population became a community that successfully managed to co-exist, share and support one another, despite their individual challenges and those presented by the limitations of the physical environment. This was in large part due to the leadership of the shelter Manager, Doug Kellam, the team work displayed by all the shelter staff and the foundation of experience left by last year’s shelter Director, Rudy Young. Respect, gratitude and admiration are extended to them all.

Respectfully Submitted by
Kim Capri
Director of Corporate Development
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.

Through the ongoing integrity, determination and compassion of our staff and support services, and the resilience and inspiration of our members we have enjoyed another very successful year. In addition to maintaining the high quality of support and services, 2 successful grant applications and the 2nd year of the Douglas College Awards of Distinction, we have added 2 new programs to the Licensed Housing Portfolio. The Meridian Village Enhanced Supported Housing program, and the Beckman Bridging Program, extend the continuum of housing and support options for our members in the Fraser Health area.

Through a partnership with the Fraser Health Authority and Metro Vancouver Housing Corporation, MPA Society has developed the Meridian Village Enhanced Supported Housing program located in Port Coquitlam. This program provides support and services to individuals living in an integrated residential housing complex. The program will support 30 individuals in building their skills to achieve their personal goals and live independently.

The Beckman Bridging Program is scheduled to open later this summer. Two duplexes located in Maple Ridge have been developed to provide housing for 8 individuals who are ready to move from Licensed, Supported or community Housing into independent living. With minimal support from MPA Society, the individuals will have new and exciting opportunities to embrace the community in which they live.

Along with the new programs MPA Society has developed, we were also the successful applicant for 2 grants – the Hydrecs grant provided by employees of BC Hydro and the Ridge Meadows Hospital Foundation grant. Camping and other outdoor equipment were purchased along with a set amount of funds to be used for rentals, user fees and other necessities when seeking adventure in the great outdoors.

MPA Society and Douglas College continue to have a strong partnership in terms of Mental Health Worker student practicum placements in several of our programs and the 2nd annual Awards of Distinction in Psychosocial Rehabilitation which will be presented at the end of June 2011. MPA Society has been fortunate to bring on board in the Licensed Housing portfolio, the 2 winners from last year’s awards ceremony.

MPA Society views the awards as investments in the recruitment and retention of students into both the Health Care Support Workers and Mental Health Workers programs at Douglas College and into the numerous programs and services at MPA Society.

In continuing on with our strong commitment to member focused services and supports, the programs in Licensed Housing have expanded in scope and continue to inspire hope in our members for a better future and provide the skills and abilities in striving for their goals on their paths to recovery.

Nick Blackman R.P.N., B.A.
Director of Licensed Housing
Licensed Housing

Byron House

Winston Manor

Berman House

Beckman House

Virginia House

Sophia House

Tamarack House

Banyan House

Tilikum House
**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.

Forty years ago this year, MPA—then known as the Mental Patient’s Association, was conceived in the living room of a home in the Kitsilano neighborhood. The number two song that year was “Imagine” by John Lennon followed closely by “Let’s Stay Together” sung by Al Greene. The original members of MPA dared to “imagine” a housing concept where persons with a mental illness could live cooperatively, while supporting each other in their journey towards recovery. By “staying together” and promoting the concept of self help, the Mental Patient’s Association has grown to where it is today. In 2011, the MPA Society Supported Housing Division includes a continuum of services:

- 3 group homes (Welwyn House, Silken Laumann House & Batten House)
- 3 supported apartment buildings (Irvine Place, Kidder Place & Phoenix Apartments)
- 1 step down house (Duke House): *This site moved to a group home, formally known as West 10th house in November, 2010. This was due to a change in funding from Vancouver Coastal Health Authority and all of the existing residents at the West 10th home were relocated to other Supported Housing locations of their choice. In relocating to West 10, Duke House expanded to 6 residents from 5 in the old rental location*
- 4 SRO Hotels & the SRO Outreach team (Hampton, Hazelwood, Savoy & The Holborn)
- the Supersil and Sil Programs (Supported Apartment subsidies-168 units)
- the lead role in finding housing for the At Home/Chez Soi research demonstration project sponsored by the Mental Health Commission of Canada (200 units)
- 1 Enhanced Housing site in Burnaby (30 units at Hall Towers in Burnaby): *This site is our newest program that opened in September, 2010. This program based on two floors of an existing BC Housing building, has 24 hour on site staffing, on site medication and meal support, activities programming & individualized service planning and life skills training. The goal is for residents to transition after two years into a regular BC Housing unit at Hall Towers.*

Currently, MPA Society provides Supported Housing & Services to over 600 people in the communities of Maple Ridge, Burnaby & Vancouver. We continue to look for new and innovative types of housing to ensure that individuals with mental illness receive safe and affordable housing in their community of choice. As we move forward together, I would like to express my sincere thanks and respect to those original members of The Mental Patient’s Association who dared to “imagine”.

Sue Baker

Director of Supported Housing
Supported Housing

Phoenix Apartments

Welwyn House

Duke House

Hall Towers

Batten House

Kidder Place

Irvine Place

Silken Laumann House (E 29th)

The Hampton
Membership resources are safeguarded and maximized...

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<tr>
<th>Revenue</th>
<th>2011</th>
<th>2010</th>
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<tr>
<td>Grants</td>
<td>12,715,173</td>
<td>11,470,437</td>
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<tr>
<td>Rental Income</td>
<td>1,726,939</td>
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<td>Other</td>
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<td><strong>Total</strong></td>
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<td>Salaries &amp; Benefits</td>
<td>8,331,744</td>
<td>8,141,071</td>
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<td>Property Costs</td>
<td>4,625,610</td>
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<td>Program Costs</td>
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<td>Other</td>
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<td><strong>Total</strong></td>
<td><strong>$ 14,153,322</strong></td>
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| Revenues over Expenditures | $ 405,787 | $ 160,017 |

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 2010/2011 fiscal year MPA experienced a small surplus of operating revenues over expenditures. This surplus will provide the opportunity to make repairs and improvements to the Society's facilities in the upcoming year.

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, 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.