

# Thank You

Our work on the North Shore would not be possible without you!

To all the volunteers, supporters and friends who lifted their voices to speak a word of hope and to break the silence about mental illness, we offer our profound thanks.

## CANADIAN MENTAL HEALTH ASSOCIATION NORTH AND WEST VANCOUVER BRANCH

### REVENUE AND EXPENSES

Year ending March 31, 2014

	<u>2014</u>
<b>WHERE OUR INCOME COMES FROM</b>	
BC Housing	83,060
CMHA BC	316,155
Donations	25,136
Fundraising	20,999
Grants- BC Gaming	43,000
Grants- Municipal Government	20,786
Interest	1,700
Memberships	515
Ministry of Housing and Social Development	163,023
Other	28,786
Residential Rental (clients)	47,962
Vancouver Coastal Health	650,233
YWCA - WorkBC	485,625
<b>TOTAL REVENUE</b>	<b>\$ 1,886,980</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 1,720,545</b>
<b>NET REVENUE</b>	<b>\$ 166,435</b>

Our partners include:



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**Canadian Mental Health Association**  
North and West Vancouver  
*Mental health for all*

# Annual Report 2013 - 2014

**mentally healthy people in a  
healthy society**



### Board of Directors 2013- 2014

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Ross McMillan

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Michael Sanders

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## Employment Services

CMHA is a partner in the North Shore's WorkBC site providing case management, counselling and job development staff to support those with barriers to employment including mental health challenges and disabilities. CMHA staff help individuals gain skills for the job search including resume writing and interviewing technique and learn how to search for employment. When additional support is needed clients are able to access counselling services or might be referred to our job developer who works with employers and clients to create job opportunities for those who might not be able to work full-time but who seek opportunities for part-time meaningful work.

## HOpe Cafe

Planning continued through the year in anticipation of opening a BLENZ franchise coffee shop at the new HOpe Centre at 13th Ave and St. Andrews Street in North Vancouver. The coffee shop will employ individuals with lived experience of mental health challenges and is slated to open at the end of September 2014.



## Supportive Housing

The North Shore continues to experience a lack of capacity in the formal mental health system to meet the need for mental health housing in all of its complex forms. As a result, CMHA programming at Roy Goodman Place did not resume this year but continues to be part of future planning within the health authority as it looks at the best way to maximize the delivery of services. As that conversation continues, a decision was made to rent Roy's Place to Marineview Housing for 12 months to house their Parkview 15 hour care program during construction of their new housing site.

CMHA provides 21 hour care for nineteen individuals in three different homes on the North Shore. Working together with Community Psychiatric Services who provide clinical support, CMHA staff focus on life skill development, exercise and nutrition and recovery encouraging where appropriate individuals to resume schooling or look for work. All three houses were at capacity during the majority of the year providing a valuable service to North Shore residents.



## Homeless Outreach

Homeless Outreach work is supported on the North Shore by a contract with BC Housing. Outreach work consists of supporting those who are experiencing homelessness or who might be at imminent risk of losing their housing. Our outreach coordinator provides emotional support, direction to other resources in the community, food, clothing, rent supplements, transportation to appointments, help with government documentation, advocacy, landlord-tenant relations and housing. Tuesday is drop-in day and there is a steady lineup of people at the CMHA offices seeking support.

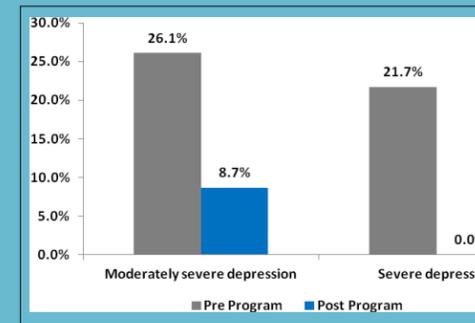
*Thank you for taking the time to visit me in my home. For the first time in a while, I feel that someone is trying to help me... I didn't get a chance to let you know that my pride, stubbornness and working in the industry helping people stopped me from accessing services for the last couple of years.. I always said to myself that "it would never happen to me" or "if it did, I would never access social services". Here I am.*

### 2013-2014

- 110 new clients
- \$1200 a month disbursed in rent supplements
- 31 clients found housing
- 87.5% remained housed

## Counselling Services

An evaluation of the Integrated Primary and Community Care Counselling program for individuals with chronic illness and a mental health condition was completed this year by Vancouver Coastal Health with positive results. Clients completed depression and anxiety test questionnaires at the beginning and the completion of the 10 sessions of counselling. Scores for each questionnaire improved greatly. 100% of physicians surveyed think that the program has benefitted their patients and they would refer again to the program. Over 600 counselling sessions were offered in 2013-2014.



Testing for Depression

*This is a great program that gives my patients who otherwise can't afford a counsellor, access to a program that can improve their health and wellbeing. Provider*

*I am better able to cope and understand my down feelings as part of the acceptance process. Client*

The Brief Counselling Program continues to provide a low-cost service to lower-income North Shore residents who could not otherwise afford professional counselling with sessions provided by Masters level Adler students and supervised by a Registered Clinical Counsellor.

## Bounce Back

Our Bounce Back team continued to grow this year.

*Bounce Back is such a practical program, down to earth and very helpful. It has helped me to change my life for better.*

*Participant*

*I like how all of the workbooks allow me to break things down so they are easier to deal with... If problems are not pointed out, questions about what is happening will still occur but since reading the workbooks I am able to get answers to those questions which has allowed me to move.*

Increased capacity to serve-added 1.4FTE coaching staff	New language capacity - English, Cantonese AND French
Covering the Vancouver Coastal Health Region - Richmond, Vancouver, North Shore and Coastal Region	3300 DVD's distributed to doctors, health clinics, transit fairs, public events, individuals
	Nearly 1000 referrals for coaching received

If you're feeling ...

**BounceBack™**  
reclaim your health  
[www.bouncebackbc.ca](http://www.bouncebackbc.ca)  
1-866-639-0522

Stressed Anxious Low

**Bounce Back can help!**

Canadian Mental Health Association British Columbia  
Mental health for all

BRITISH COLUMBIA

## Mental Health Promotion/Support Groups

A number of education opportunities were made available in 2013-2014 at the same time that changes were made in programming. The long-standing Health and Wellness Lecture Series concluded in the summer of 2013. Support from the Lower Lonsdale Legacy Fund enabled the launch of the BRIDGES program, a skills based peer-led series of workshops on mental health. A grant from the West Vancouver Community Foundation enabled the development of a psycho-social education program for isolated seniors and was held in West Vancouver. Continuing partnership with Community Psychiatric Services enabled us to provide financial support to peer workers who led WRAP (English and Farsi), a wellness focused program for people in recovery and Hearing Voices, a support group for individuals dealing with chronic mental illness. A new program called STEPS, a recreation-based group for North Shore youth dealing with depression and anxiety was launched as a pilot in January. Living Life to the Full was offered this year in Farsi with twelve participants.