



Canadian Mental
Health Association
Mental health for all



Association canadienne
pour la santé mentale
La santé mentale pour tous



BE MIND FULL
CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918

NORTH & WEST VANCOUVER BRANCH –ANNUAL REPORT 2015-16

- Over 500 monthly in-person and phone inquiries for, counselling, information/referral and housing outreach
- Co-hosted 85 North Shore and Sea to Sky teenage participants at Grouse Mountain for Talk at the Top
- Generated over 1220 referrals to the telephone coaching program, Bounce Back, in the Vancouver Coastal Health Authority region
- Over 100 interactions monthly for help securing housing, income assistance, residential tenancy issues, food, shelter, employment opportunities
- Supported 20 youth with mild to moderate anxiety/depression through recreation-based programming and one-on-one support and delivered 4 multi-evening sessions of Living Life to the Full for Youth
- Provided 150 individuals with access to a counsellor through the Brief Counselling or Chronic Illness Counselling Program
- Housed 19 individuals in supported housing in partnership with Community Psychiatric Services of VCH• Housed
- Over 38,000 food and beverage transactions at the HOpe Cafe

This past year has been a one of navigating challenges and developing the infrastructure needed to build a stronger, more responsive organization.

Investing in our vision for the future, we used some of our financial resources to increase our staff complement giving us capacity to organize and complete our move and take on some of the work we needed to accomplish this year. We evaluated our programming and strengthened our policy and procedures to best practice. An IT audit resulted an upgrade of our technical capacity and computer systems. We did risk assessments within the organization and increased our financial oversight capacity by hiring both a new bookkeeper and adding a part-time accountant. A three year strategic plan was completed and submitted along with other documentation to Imagine Canada for accreditation as a non-profit. Our Board developed a committee structure in order to work more effectively.

And through all of the organizational development work, we secured a partnership with Vancouver Coastal Health and the City of North Vancouver Public Library, to open the Keltly Dennehy Mental Health Resource Centre at the HOpe Centre. We also began working with the VCH Child and Youth Mental Health team securing a contract to provide youth peer support.

We have developed a great team of skilled and committed board members. Together with staff, we are well-positioned to seize the opportunities that will present themselves this coming year.

*Don Stuckert, President
Sandra Severs, Executive Director*



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ENSURING QUALITY SERVICES

Accreditation Undertaken

A major project this year was the completion of the accreditation process with Imagine Canada. Imagine Canada sets out 72 best practices standards for non-profits in the areas of board governance, human resources and operations, finances and risk management, volunteer management and fundraising. CMHA North and West Vancouver Branch is slated to receive official accreditation by October 2016.

Bounce Back

An award-winning, evidence-based self-management program for adults experiencing low mood or stress with or without anxiety delivered through DVD's and workbooks with coaching support. Our four coaches and one scheduler distributed over 3200 DVD's through the Vancouver Coastal Health Region and accepted over 1200 new coaching clients. We deliver the coaching support in English, Cantonese and French.

Counselling

Providing a training centre for Masters level students from UBC's School of Social Work and School of Rehab Sciences and the Adler School of Professional Psychology, CMHA was able to provide 60 individuals with access to low cost one-on-one counselling.

Employment Services

As a partner in the North Shore's WorkBC site located at Capilano Business Park, CMHA staff provide case management (adults and youth), counselling and customized job development to those in search of employment. Since the program's inception in 2012, over 1600 individuals have found work with the help of WorkBC.

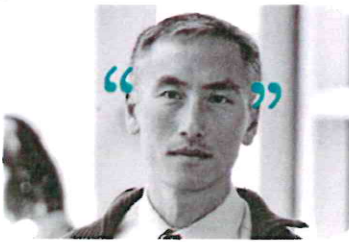
Homeless Outreach

Supported by BC Housing, our Coordinator supports people who are homeless or at risk of homeless to find housing and community resources. In 2015-2016:

- our Coordinator responded to 1031 requests for assistance
- 54 people were housed (23 in BC Housing buildings)
- 88 clients connected on income assistance
- 2 successful arbitrations won to prevent evictions (RTB) & 16 housing evictions prevented

HOpE Café

Business continues to grow at the HOpE Café as our customer base expands. Animating the atrium space, the Café caters the bi-monthly mental health breakfast series which draws between 50-100 members of the Lions Gate Hospital campus and the North Shore community to a free educational event on mental health issues. Other activities have included free yoga sessions and a seniors tea with over 75 participants.



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Kelty Dennehy Mental Health Resource Centre

Located at the HOpe Centre and operated by CMHA, the Centre provides a safe place where family, friends and those affected by mental health challenges can seek support and get trusted information about how to navigate the mental health system. In partnership with the City of North Vancouver Public Library, the Centre offers book resources for borrowing, educational opportunities and on-the-ground support and problem-solving.

Seniors

Our registered Clinical Counsellor provided 91 seniors with complex health challenges access to specialized one-on-one counselling.

Support Groups

Providing peer to peer support, groups at CMHA enable individuals to find community and learn coping techniques to promote good mental health. Working in partnership with Vancouver Coastal Health, CMHA provided space and facilitators for Hearing Voices (for those who live with auditory hallucinations), a Chronic Illness group, and recovery-based groups like BRIDGES and WRAP which focus on developing individual recovery plans.

Supportive Housing

CMHA provides 21 hour care for nineteen individuals in three different homes on the North Shore. Working together with the North Shore's VCH mental health team, staff focus on life skill development, exercise and nutrition, and community activities while supporting individuals in a group home environment to reach their recovery goals.

STEPS

STEPS supports 2 groups of 10 youth in Grades 8-12 who are dealing with issues such as depression and/or anxiety. Through a fusion of recreational activities and one-on-one support, STEPS encourages youth to engage in physical activity like hiking, yoga and snowshoeing in order to alleviate mental health symptoms and build community. The program aims to equip participants with understanding, skills and strategies for living and maintaining a mentally healthy lifestyle.

Youth Peer Support

Working in partnership with Vancouver Coastal Health's Intensive Youth Outreach Services (IYOS), youth peer support workers, who are graduates of our STEPS program, provide emotional and social support to others who share a common experience. Peer support is rooted in the knowledge that hope is the starting point from which the journey of recovery must begin. Peer support workers can inspire hope and demonstrate the possibility of recovery. CMHA currently has two youth peer support workers on staff who are supervised by the coordinator of the STEPS youth program.



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Revenue and Expenses Year ending March 31, 2015

Where our income comes from:

BC Housing	\$90,075
CMHA BC Division	\$416,783
Donations	\$67,071
Fundraising	\$20,549
Grants- Municipal	\$53,758
Interest	\$930
Kelty Dennehy MHRC	\$62,800
Memberships	\$565
Ministry of Housing and Social Development	\$162,537
Other	\$44,877
Residential Rental (clients)	\$59,624
Vancouver Coastal Health	\$643,507
YWCA – WorkBC	\$335,472
Total Revenue	\$1,958,548
Total Expenditures	\$2,181,189
NET Revenue	-\$245,528

BOARD OF DIRECTORS 2015-2016

Kathy Beckley, Director
Jim Conrad, Director
Ross MacMillan, Director
Suzanne Morris, Director
Erin O'Byrne, Director
Josh Radcliffe, Director
Justin Rangj, Treasurer

Gillian Rhodes, Vice-President
Andrew Robertson, Director
Michael Sanders (on leave)
Don Stuckert, President
Hari Suvarna (d. December 2015)
Ann-Margaret Tait, Past President

**The work we do could not be accomplished without our partners.
We thank the following for their support:**



and Blenz Coffee and the North Shore Mayors Golf Tournament